

## **Job Summary**

To provide residential and housing related care and support using a person-centred, recovery-based approach for vulnerable adults with mental health and complex support needs across the integrated project.

To ensure that tenancies are sustained, and a range of needs are met such as access to mental health, substance use and other health services, general practical help, assistance with welfare benefits, budgeting, life skills, emotional/wellbeing support, promoting health, independence and quality of life and encouraging residents to participate in the wider community.

## **Responsible To**

- Operational Manager
- Through line management to the Board of Management.

## **Significant Working Relationships**

- Brighton Housing Trust staff
- Sussex Partnership Foundation NHS Trust
- Local Authority
- Benefits agencies
- Relevant Statutory and Voluntary agencies

## **Duties / Responsibilities**

### **Client Support**

1. To provide the necessary emotional and practical support to clients. This includes:-
2. Working with clients in either of the houses in the project, sometimes independently of immediate management support.
3. To develop good working relationships with clients and carry out key working responsibilities for a small caseload.

4. To assess the needs and risks for each client and develop an individual, co-produced and person-centred plan that identifies strengths and resources for clients to make choices and gain control of their lives.
5. Encouraging and supporting clients in all matters of personal hygiene and care, according to their individual Support Plans.
6. Supporting clients in developing life skills including self-care, shopping, cooking and laundering.
7. Organising and participating in social activities and supporting clients in accessing the wider community.
8. Ensuring that client's rights are protected and acting as advocate for the client.
9. Ensuring that the licence agreement, house rules, policies and procedures are followed.
10. Providing appropriate welfare benefits advice to clients.
11. Gathering, recording and utilising information using appropriate information technology; keeping respectful and objective case notes.

### **Household**

12. To assist in the efficient domestic running of the house. This includes:-
13. Participating in shopping or arranging for food and supplies to be bought.
14. Participating in cleaning or ensuring that cleaning is carried out.
15. Participating in cooking or ensuring that meals are cooked.
16. Monitor maintenance and repair issues and report to the Tenancy Centre.
17. Monitor and report health and safety issues.

### **Administration**

18. To carry out the necessary administration. This includes:-
19. Ensuring that records are kept up-to-date and accurate and an efficient filing system maintained including the use of appropriate information technology.
20. Writing reports on clients or ex-clients as required.
21. Assisting in the collection of weekly charges.
22. Processing and recording all income and expenditure.
23. Administering and recording medication.

## **General Tasks**

24. To participate in a work rota which will include late shifts; sleep-in duties; weekend work.
25. To visit clients and prospective clients in hospital, and to keywork where appropriate with prospective clients.
26. To attend and engage in regular line management supervision.
27. To assist in the supervision of volunteers, interns and students where required.
28. To attend and participate in staff meetings, reflective practice, and other meetings as appropriate.
29. To have a working knowledge of issues related to Mental Health and apply best practice, including the use of Psychologically Informed Practice and Co-Production.
30. In conjunction with the Manager, to ensure that his/her/their personal training needs are met.

**It is the duty and responsibility of each employee to familiarise and comply with, Brighton Housing Trust's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT and others in meeting statutory requirements.**

**For confidentiality and data security: whilst working for BHT you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.**

**Adherence to and ensure compliance with BHT's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.**

- No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.