

### Job Summary

To provide support to 60 clients with mental health and multiple complex support needs, across 8 residential properties. To ensure that tenancies are sustained, and a range of needs are met. To provide administrative support to the Route One service.

### Responsible To:

- a) Deputy Managers, Operational Manager and through line management to the Board of Management.

### Significant Working Relationships:

- a) BHT Sussex
- b) Sussex Partnership NHS Foundation Trust
- c) Brighton and Hove City Council
- d) Statutory and Voluntary organisations

### Duties / Responsibilities:

#### Client-related support

1. To provide emotional, practical and housing-related support, using a positive, empowering, recovery- focused approach; this may include assisting with cleaning, accessing laundry facilities, shopping, preparing meals, and budgeting.
2. To support clients in accessing the wider community, including education, health appointments, training and employment.
3. To work collaboratively in providing group work and 1:1 support to clients with mental health, multiple complex and housing support needs.
4. To provide time-limited support to a caseload of clients as part of their support plan, as delegated by the clients' support worker (and agreed with a Manager)
5. To support all members of the Route One team, and undertake tasks delegated by them, or to work alongside them on related activities/tasks.
6. To actively promote client involvement and assist with the design and delivery of the in-house group work and activities programme. Support client involvement representatives with producing Quarterly Bulletin newsletter.
7. To use BHT Sussex client database to maintain professional casework files and to fulfil monitoring requirements.

**Property related support**

8. To be responsible for raising maintenance requests and liaising with BHT Sussex Housing Services and contractors to organise access arrangements with staff and clients.
9. To ensure that all properties are well-presented and encourage clients to keep their personal space and communal areas clean. This will include cleaning communal areas and assisting with recycling and refuse rotas.
10. With the support worker, to prepare vacant rooms for prompt re-letting; this will include cleaning, clearing, co-ordinating and arranging maintenance/repairs, and liaising with contractors and/or suppliers.
11. To assist support workers in undertaking property health, safety, and fire checks within agreed timeframes.
12. To work with the Deputy Managers to ensure timely co-ordination and completion of maintenance-related tasks.
13. To work within BHT Sussex Health and Safety Policies.

**Administration and Finance**

14. To provide administrative support which includes overseeing the Route One main telephone line and managing inboxes.
15. To manage the petty cash system including submitting petty cash returns, cashing petty cash etc in line with BHT Sussex policy
16. To ensure sufficient stocks of stationary, office refreshments and computer consumables are maintained, liaising with suppliers accordingly.
17. To be responsible for the functionality and maintenance of all office equipment, including printer/photocopier and telephone system, and reporting issues to the IT department.
18. To uphold or improve all administrative systems in place, including all relevant databases, archiving and filing systems

**General**

19. To use Microsoft Office programs including Teams, Word, Outlook and Excel.
20. To participate in line management supervision, learning and development opportunities, and annual appraisals.
21. To work within all BHT Sussex policy and project procedures.
22. To undertake such duties appropriate to the grade and character of the work as may be reasonably required.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex'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 Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex 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 Sussex'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 Sussex'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.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

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.