

OUTLOOK CARE

Support, Time, Recovery Worker

Role title	Support ,Time, Recovery(STR) Worker (Mental Health)
Reporting to	Team Leader / Service Manager
Responsible for	No staff / line management responsibility

Role purposes To provide **Support**, give **Time** to an allocated group of service users, thus promote their **Recovery**, and maintain them in their community environment. To assess, plan, implement and evaluate individual care plans.

Key Outcomes Required from the post

1. Ensures the wellbeing of service users by providing support (and time) in all aspects of daily living (such as domestic / hygiene / health/healthy eating etc), including personal care, the administration of medication and support to manage finances.
2. Development of service user independence by following guidelines and providing support and care that meets individual needs, as outlined in individual support plans.
3. Promotes the independence and well being of the service user through planning and accessing appropriate services on a regular and consistent basis and through contact with the person's wider circle of support, as identified in the support plan.
4. Enables service users to express their rights, choices and their aspirations and develops a rapport based upon companionship and friendship (within appropriate transparent boundaries). Provides and enables access to advocacy as an additional means of expressing these.
5. Promotes opportunities and achievement of goals through provision of support to access the community via educational, recreational and social activities.
6. Ensures effective service delivery by maintaining accurate financial, administration and other records as required to comply with statutory, local, and organisational policy and procedure.
7. Ensure safety of service users and premises through assessment of risk and reporting and recording of all emergencies, maintenance needs, incidents and accidents in accordance with organisational procedures.
8. Promotes a positive image of service users and Outlook Care in all aspects of work, including contacts with relatives, professionals and the public.
9. Ensures that service users engage effectively with the agreed Care. Plan and access any appropriate services provided on a regular and consistent basis.
10. Develops a rapport with service users within appropriate and transparent boundaries. Spends constructive, designated time with service users on a 1:1 basis.

Role specification	
Experience, Qualifications and Specific Knowledge Required at Entry point.	• NVQ 2 in care, or equivalent, or the ability to undertake this. • A commitment to organisational values. • Care and support experience with the relevant client group is desirable, however transferrable skills will be considered in the absence of direct experience • Understanding of equality issues • Food hygiene knowledge • First aid knowledge • Health and Safety knowledge • An understanding of the specialist needs of the client / user group (either LD, MH or elderly care) and an understanding of issues arising within the specialist area.
Other role specific requirements	<i>Shifts, driver, working environment, physical aspects</i> • Ability to work a flexible shift pattern which will usually include weekends and bank holidays and awake nights. • For all posts an ability to perform manual handling is required • For some posts an ability to drive is desirable. • For some posts physical ability to use PBM techniques
Core Competencies Required	
Communication	Communicates well with others, listening to their needs and conveying information clearly and accurately.
Working with others	Contributes to effective team working by building and developing trust, taking responsibility for own actions, being supportive and co-operative, showing an understanding of the principles of diversity
Focussed on performance	Works to a high standard to meet Organisational objectives, targets and priorities whilst offering guidance and support to others. Shows an awareness of own strengths and development needs.
Resource Conscious	Is aware of resource implications of actions and manages own time and takes appropriate care of equipment, the environment, and stock levels.
Service user and customer driven	Ensures that services meet the needs of the customer / service user. Prioritises needs, responds positively to make and implement improvements.
Role specific Competencies Required - to be added	
Safeguarding and promoting health and well-being	Understands safeguarding responsibilities and identifies signs that people may be at risk, and records and reports any information available.