

# BROWNS

## COMMUNITY SERVICES CIC

### JOB DESCRIPTION

<b>Job Title:</b>	<b>Browns Community Services – Intensive Complex Needs Mental Health Support Workers (Outreach)</b>
<b>Responsible to:</b>	<b>Team Lead and Projects Manager</b>
<b>Operational Area:</b>	<b>Berkshire (East and West)</b>
<b>Hours:</b>	<b>40 hours per week may include evenings and the odd weekend</b>
<b>Contract:</b>	<b>Permanent</b>
<b>Salary:</b>	<b>£28,000 increasing to £28,500 upon completion of probation period</b>
<b>Travel:</b>	<b>Across Berkshire</b>
<b>Holiday:</b>	<b>30 days – including bank holidays</b>
<b>Location:</b>	<b>Berkshire</b>
<b>Start Date:</b>	<b>August 2024</b>

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#### **ABOUT US:**

Established in 2015, Browns Community Services has been growing continuously as an organisation providing bespoke adult social care across the Thames Valley region of England. We pride ourselves in putting the needs of our service users first.

#### **OUR AIMS:**

Giving vulnerable adults with multiple, complex needs a sense of self-worth, confidence, and the tools to thrive through a trauma informed approach. To see significant reduction in re-offending, tackling substance abuse, reducing domestic abuse, improving mental health, well-being, and employability skills and to break troublesome transgenerational cycles, overall improving lives.

**JOB SUMMARY:** Our Intensive Mental Health Support Service is working in conjunction with NHS to support some of Berkshire's most disadvantaged clients with mental health and additional multiple, complex needs.

**MAIN DUTIES & RESPONSIBILITIES:**

- To hold a caseload of clients who will have a higher multiple complex needs within the project.
- Building supportive, trusting relationships with clients, and creating a positive atmosphere
- Providing support and access to relevant services.
- As a Senior Support Worker, you will always display a positive and respectful attitude with your peers.
- Support with the coaching, mentoring, and shadowing of junior staff in Browns.
- Provide clear support and guidance to other team members and support more junior staff through their induction phase and identify training needs.
- Conduct yourself in a professional manner, within the company and externally always.
- Can problem solve, have a can-do attitude and support peers in writing, implementing and reviewing support plans.
- Undertake support work in partnership with external stakeholders to complement their interventions.
- Introduce clients to and support them to access appropriate services both within Browns Community Services and within existing provision elsewhere to unlock specific barriers to progression.
- Support clients to undertake the next steps in their progression journey and to sustain engagement with services.
- Attending court or hospital with clients, keeping links with clients if they go into prison or admitted to hospital.
- Supporting clients to claim benefits and attend relevant meetings with them.
- Developing productive relationships with partner organisations to improve service outcomes.
- To monitor client progress on our Outcome Star database.
- Set realistic, achievable individual outcome plans on Outcome Stars with clients with appropriate supported steps towards their goals.
- To cover when Project Coordinator or Manager is on leave or off work.
- To support the Project Coordinator or Manager produce monthly and quarterly reports as and when required.
- To apply for funding and or grants both for the organisation and clients.
- To manage and collect key performance indicators and or data.
- The ability to demonstrate initiative, enthusiasm, flexibility and be able to use own initiative.
- To undertake training to expand your knowledge around mental health needs of Browns clients.
- To work as part of a team and be values driven.

**REQUIREMENTS & SKILLS:**

- Applicants must have NVQ2 qualification in Health care or equivalent qualification/experience.
- Minimum of 3 years' experience of supporting clients with complex needs out in the community.
- A full driving license and use of a car is essential for this role or the willingness to travel across Berkshire using public transport.

- Able to work outside normal working hours i.e., attendance at occasional evening and week-end events. Sometimes you may need to swap the day you work to be able to support a client.

#### **HEALTH & SAFETY:**

Browns Community Services is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on health and safety.

#### **Primary responsibilities are:**

- To report all Health & Safety occurrences including potential hazards to line manager
- To comply with Browns Community Services Health & Safety Policy and Regulations
- To adhere to the Safeguarding Children & Vulnerable Adults Policy and Procedures.
- To adhere to the Safer Recruitment & Selection Policy & Procedure.
- To report any safeguarding incidents or concerns immediately to your Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
- To complete any Safeguarding Awareness training as required by Browns Community Services CIC
- If required for your post, undertake an enhanced DBS check, and maintain annual membership through the update service.

#### **ADDITIONAL RESPONSIBILITIES:**

- Adheres to all the policies and procedures of the organisation.
- Commits to Continual Professional Development and undertake any training and development deemed necessary to fulfil criteria of post.
- Any other duties commensurate with the level of the post.

**It is a requirement for this post that an enhanced DBS check will be undertaken for the successful candidate.**