

Job Description: Intensive Senior Mental Health Support Worker – Berkshire

Position Overview

The role of Intensive Senior Mental Health Support Worker is based within Browns Community Services, operating across West and East Berkshire, including areas such as West Berkshire, Reading, Slough, Bracknell, and the Royal Borough of Windsor and Maidenhead (RBWM). Due to the nature of the service, travel to other locations within Berkshire will be required. This is a permanent, full-time position, working Monday to Friday from 09:30 to 17:30, with a starting salary of £29,500.00 per annum. The anticipated start date for this role is February/ March 2026.

About Browns Community Services

Founded in 2015, Browns Community Services has established itself as a reputable provider of tailored adult social care throughout the Southeast of England. The organisation is dedicated to supporting individuals with complex needs, focusing on enhancing their wellbeing and promoting empowerment. Browns strives to foster confidence and resilience, aiming to disrupt destructive cycles and contribute to the creation of stronger, healthier communities.

Our Aims

Browns Community Services is committed to giving vulnerable adults, particularly those with multiple complex needs, a sense of self-worth and confidence, along with the necessary tools to thrive. The organisation's objectives include reducing re-offending, addressing substance misuse, decreasing domestic abuse, improving mental health and overall wellbeing, enhancing employability skills, and breaking problematic transgenerational cycles to improve lives.

Job Summary

The Intensive Support Service, delivered in partnership with the NHS, is designed to assist some of Berkshire's most disadvantaged residents, particularly those facing mental health challenges and additional complex needs, this specific role will primarily focus on the West & East Berkshire area.

Each client benefits from one-to-one support, beginning with a bespoke, person-centred support or action plan. The service provides practical, holistic support, advice, and information, all aimed at empowering individuals to take control over their lives, achieve personal ambitions, and enhance their overall wellbeing.

Browns are seeking a passionate, committed, and insightful individual with proven experience in community outreach. The ideal candidate will possess a dynamic and solution-focused mindset, dedicated to helping people make positive changes in their lives.

Main Duties and Responsibilities

- Manage a caseload of clients with diagnosed mental illnesses, where psychosis may be present, alongside additional complex needs.
- Travel across Berkshire to deliver one-to-one support in clients' homes or community settings.
- Build supportive, trusting relationships with clients, fostering a positive atmosphere.
- Provide support and facilitate access to relevant services for clients.
- Assist with integration into communities to help reduce social isolation.
- Work collaboratively with external partners to complement support work.
- Introduce clients to appropriate services within Browns Community Services and other providers to overcome barriers to progress.
- Support clients to take the next steps in their progression journey and to maintain engagement with services.
- Help clients understand and manage their symptoms effectively.
- Attend probation appointments and ensure clients comply with any orders in place.

- Assist clients in adhering to physical and mental health treatment plans.
- Attend court with clients and maintain contact if they are incarcerated.
- Support clients in claiming benefits and accompany them to necessary meetings.
- Help clients attain and sustain housing tenancies.
- Develop productive relationships with partner organisations to enhance service outcomes.
- Monitor client progress using the organisation's Progression Charts database.
- Set realistic, achievable individual plans with clients, identifying appropriate steps towards their goals.
- Build strong networks with local organisations and represent Browns at meetings and events to promote the service.
- Support the Project Manager by preparing monthly and quarterly reports as required.
- Demonstrate initiative, enthusiasm, flexibility, and the capacity to work independently.

Requirements and Skills

- Hold an NVQ2 qualification in Health Care or an equivalent qualification, or have at least three years' relevant experience.
- Demonstrable experience supporting clients with complex needs in community settings.
- Possess a full driving licence and have access to a car (travel costs will be covered).
- Be able to work outside standard hours, including some evenings or weekends, with flexibility to swap working days when necessary to support clients.

Health & Safety

Browns Community Services is committed to safeguarding the health, safety, and welfare of all employees. As far as is reasonably practicable, the organisation will establish and implement necessary procedures and systems to meet statutory health and safety obligations. Employees are responsible for familiarising themselves with, and adhering to, these procedures. Key responsibilities include:

- Reporting all health and safety incidents or hazards to the line manager.
- Complying with the organisation's Health & Safety Policy and Regulations.
- Following Safeguarding Children & Vulnerable Adults Policy and Procedures.
- Adhering to Safer Recruitment & Selection Policy & Procedure.
- Reporting safeguarding incidents or concerns immediately to the Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
- Completing Safeguarding Awareness training as required.
- Undertaking an enhanced DBS check and maintaining annual membership via the update service if required for the role.

Additional Responsibilities

- Comply with all organisational policies and procedures.
- Commit to Continuous Professional Development and undertake relevant training as required for the post.
- Carry out any other duties commensurate with the level of the post.

Company Benefits

- Company events
- Training and development of staff
- Health and wellbeing programme
- Birthday day off after one year's service
- Competitive annual leave

***** Please note that sponsorships are not available for this role. Applicants must meet the UK's right to work requirements. *****