# Job Description and Person Specification

## SUPPORT WORKER –Evening Sanctuary at Mosaic Clubhouse

### Position Brief

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| **Position Title** | Support Worker- Evening Sanctuary at Mosaic Clubhouse  Saturday & Sunday (2 days)  Hours 18:00-24:00 |
| **Location** | Mosaic Clubhouse, 65 Effra Road, London SW2 1BZ |
| **Accountable to** | Senior Support Worker / Sanctuary Coordinator |
| **Responsible for** | Attendances at Evening Sanctuary which includes members of the public, Clubhouse members and Staff. |
| **General summary** | Mosaic Clubhouse @ 65 Effra Road is an integrated clubhouse and resource centre providing personalised community support to people with mental health problems in Lambeth. Our aim is to create a supportive community and opportunity centre, designed to identify and fulfil individual and collective potential. Members’ work, energy and ideas are needed to make the clubhouse function. Clubhouse members actively participate in decision-making and in all operational and administrative functions of the clubhouse, and the services it provides to members and visitors to the centre.  This post is dedicated to supporting individuals who are seeking support in our Evening Sanctuary, a non-clinical support service open between 18:00 and 24:00 7 days a week liaising with referrers each night. |
| **Position Objective** | This post will focus on working in the evening sanctuary, working with individuals living with serious Mental Health conditions who seek support during the hours of 18:00-24:00 in a non-clinical environment. The role involves developing purposeful relationships with individuals to support them to return to their homes and to plan their coping strategies; this can include signposting to services in the Living Well Network.  The post-holder is required to work to the ethos of recovery with the specific role of engaging members and organising the work so that it is accessible to all. At all times the post holder will work *in partnership* with the members and staff of Mosaic Clubhouse and must promote participation in governance and decision-making. This is a part time position. |

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| **Key competencies:** | Individual-based support work |
| **Responsibilities:** | |
| **Goal-Planning and Mentoring** | * Support people to regain self-confidence, self-belief and self-esteem by using the values of the clubhouse to engage with them to identify their strengths.   Collect and report individual support plans and progress, (if appropriate)   * Ensure accurate data entry. * Identify people’s interests and encourage them to engage in community, volunteering, social and leisure activities as part of their recovery plans. |
| **Advocacy and mediation** | * Support people to gain access to appropriate community services, housing and welfare benefits, and advocacy as necessary. Liaise with other services, family members, carers, where relevant |
| **Health and Safety Compliance** | * Ensure food safety and hygiene at all times. |
| **Monitoring Evaluation and Review** | * Implement reporting systems ensuring accuracy of reporting and data entry in partnership with the business and administration unit |
| **Cleaning Stocktaking etc.** | * Ensure that the building cleaning schedules are implemented daily and that sanitation and waste disposal needs are met. * Work with the full participation of members to ensure the centre is kept clean and of the highest standard at all times. |
| **Other Activities** | |
| **Clubhouse Participation** | * Comply with Mosaic Clubhouse’s policies and procedures, in accordance with all instructions, information and training supplied, and Clubhouse International standards. * Work alongside members and sanctuary attendees respecting and promoting the ethos and philosophy of the Mosaic Clubhouse. * Help members and staff to create a welcoming atmosphere for visitors and members; assisting induction and training of new members and staff. * Promote positive understanding, awareness and attitudes of mental health issues amongst others and promote the Clubhouse Model and Mosaic within the wider community. * Attend, participate and chair meetings within Mosaic Clubhouse, when requested encouraging and facilitating participation of members in governance and decision-making (if required). * Attend and participate in the social and leisure activities of Mosaic Clubhouse in the spirit of the clubhouse philosophy. This may include some evening, weekend and public holiday work on a rota basis. * Participate in routine cleaning and maintenance tasks as required. |
| **Information governance and confidentiality** | * All staff will be given training in information governance and its importance, and will be expected to undertake and successfully complete an online assessment to demonstrate their competence in this area. |

### Selection Criteria

Drawing upon involvement in previous and current employment, education, training and personal experiences, applicants are required to demonstrate competency to successfully meet each of the work areas.

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| **Essential Criteria** | * Educated with good grades at A level standard or equivalent as a minimum. * Excellent IT skills: experience with Microsoft Word and Excel, email, search engines. * Good knowledge base of community opportunities * Prior experience working with mental health services users * Proven track record of supporting individuals in the context of mental health or other disadvantaged groups. * Understanding of the needs of people with a mental illness, relevant legislation and practice guidelines e.g., current mental health legislation and health and safety legislation |
| **Desired Criteria** | * Prior experience of working within a clubhouse context or similar participatory managed programme. * Knowledge and sensitivity to the Clubhouse International Model and a commitment to participatory approaches. * Demonstrated leadership skills including motivating people to set and reach targets. * Evidence of further study/training since leaving school. * Full, clean driving license. |
| Knowledge, Skills and Attributes | |
| * **Leadership qualities** | * Ability to plan and implement activities, demonstrated experience of project delivery. * Able to facilitate inputs of members and staff in planning. * Able to resolve disputes and mediate amicably. |
| * **Interpersonal skills** | * Good oral and written communication skills to express ideas clearly. * High energy levels and a positive disposition. * Aptitude for individual support and planning. * Good listener. |
| * **Performance-driven** | * Results-oriented, awareness of performance indicators and goals. * Quality conscious. * Strong work ethic. |
| * **Organised** | * Experience of organising own workload and good time management skills. * Ability to manage work plans and break down tasks. |
| * **Recovery-focussed** | * Naturally empathic and responsive to needs. * Commitment and sensibility to individual recovery support. * Positive, dynamic and optimistic. * Strong analytical, problem solving and decision-making skills. * Ability to think strategically and develop short- and long-term plans. |
| * **Personal attributes** | * Team player. * High standards of honesty and integrity. * Self-motivated and passionate. * Able to cope with a flexible working environment. |

### Summary of Terms & Conditions of Service

1. The salary for the post of Support Worker is paid monthly in arrears by BACS

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| Salary pro rata: £35,100 per annum (annual full time equivalent on 37.5 hours/week): |  |
| Annual salary (**12 hours/ week**) : **£11,232 per annum** |  |

1. The post is for the equivalent of 12 hours per week Saturday Sunday (2 days). Working

hours 18:00 to 24:00

1. When necessary, with the prior agreement of the Programme Manager, time off in lieu may be taken.
2. There is no payment for overtime.
3. You will be entitled to 25 days annual leave plus Bank Holidays **pro rata**. This rises to 28 days annual leave after two years.
4. You will receive regular line management supervision from a suitably qualified person*.*
5. The contract may be terminated by giving one months’ notice on either side.
6. The Clubhouse operates an Auto Enrolment Pension Scheme.

**APPLICATION CLOSING DATE: Friday the 14th of April, 24:00**

**INTERVIEWS WILL BE HELD THE WEEK COMMENCING THE 24th of APRIL**