**Job Description**

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| **Post:** | Activities Coordinator – Equinox Lewisham (NCP) |
| **Service:** | Equinox Lewisham |
| **Location:** | New Cross Project (ALL SITES) |
| **Reporting to:** | Service Manager |
| **Salary** | £22,500 per annum |
| **Hours/Shift Patterns/Rota** | 37.5 hours per week. Occasional evening and weekend work may be required. |

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| **SERVICE DETAILS** |
| Equinox Lewisham provides supported housing and assertive outreach services for adults with mental health support needs. The service provides support from 6 houses within the borough. The service has 41 beds in total across all sites. Many clients have secondary needs, including forensic history, substance misuse or history of homelessness. We aim to assist and empower our clients to enable them to move on to greater independence.  We encourage clients to develop coping strategies and supportive relationships to empower them to maintain their mental health.  We also work with our service users to be a part of the wider community through volunteering, education or social placements.  The main aim is for our service users to lead more fulfilling lives. |

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| **Purpose of Role** |
| The post holder will work as a vital member of the Equinox Lewisham Service  Working with the team and alongside other agencies within the pathway and beyond. The Activities Coordinator will create, organise and develop a stimulating, engaging programme of activities across all sites to address the challenges faced by our residents and support them on their journey towards independent living. You will engage local agencies in the Borough ensure that a holistic package of interventions is available and that they are delivered within an enabling environment.  The role will also take the lead in ensuring a smooth transition from our supported accommodation into independent living, by ensuring that every resident is equipped with both tools and a package of local support services at the point of move-on.  Working in collaboration with the local mental health partners and other partners within the pathway, the role will support both adult males and females. You will deliver 1-1 support, as well as other key engagement activities, supporting residents to further develop their talents and self-belief whilst managing their mental health and wellbeing. You will support, inspire and motivate residents to develop the required skills to build confidence and move into safe, successful independent living within the community. You will provide robust risk management, sharing information with multi-disciplinary teams and other partners to help keep our service users safe. |

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| **KEY AREAS OF RESPONSIBILITIES** |
| * Accountable for own professional practice in the delivery of care to service users with complex mental health conditions which may include challenging behaviours. * To be compassionate in meeting the needs of service users, their carers and families. * To always promote a positive image of the service and Equinox. * Provide and support Psychologically Informed and Enabling Environments. * To work with internal staff, Pathway and external partners, agencies and commissioners including Mental Health Services and other community based supporting agencies to achieve the desired outcomes for the service user. * To provide an Activities Coordination Service across four properties within Lewisham. * To take a leadership role in the implementation of ‘Enabling Environments’ and Psychologically Informed Environment’ (PIE) within the service. * To lead on the development and implementation of education, training and employment training program for service users. * To Coordinate internal and external activity opportunities * To create a schedule of activities across all sites * Achievement of KPI targets, outcomes and personal objectives. * To plan and implement a range of therapeutic individual and group work, carry out functional assessments and contribute to multi-disciplinary team care planning and risk assessments. |

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| **MAIN DUTIES AND RESPONSIBILITIES** |
| **Service Focus**   * To work directly with service users in providing a high-quality delivery of service using appropriate planning and monitoring tools. * To ensure that the service users are empowered at every reasonable opportunity to make decisions and take control over their life and service, unless this is clearly detrimental to their well-being. * To create an Enabling Environment so that the service users can move their life forward looking for real community connections, friends, hobbies, interests, work and being creative and challenging about the support provided. * To be creative in involving the service users in meetings which ensures they remain at the centre of the discussion and make choices and decisions. * To support service users to achieve their goals, in line with their support plan. * As part of service users support plan, to liaise with external professionals, e.g. GP’s, probation officer, Care Coordinators etc. * To promote service users’ rights and responsibilities, providing advice and information to service users and others, where appropriate. * To recognise the indicators of deteriorating mental health, and to initiate discussion about strategies and appropriate interventions to address such deteriorations. * To encourage service users to recognise, understand and begin to address factors which affect their wellbeing. * To work in accordance with any service specification or contractual arrangements providing a flexible service which is responsive to individual needs. * To regularly review resident needs, the programme of activities and levels of participation, in conjunction with Management. * Maintain a portfolio of information, including the range of activities available on site and within the local community. * Identify resident activity needs and wishes through assessment, observation and discussion. * Explore the most appropriate methods and resources for meeting activity needs, including group events, individual sessions, involving internal and external sources and involving community-based resources. * Plan a varied programme of activity based around the needs of the resident group using the identified sources in conjunction with Management, the activities staff and other colleagues. * Advertise the planned programme in an appropriate manner which encourages involvement of all residents, relatives and staff. * Provide activities based on the planned programme in a flexible manner, allowing for necessary changes. |
| **Activities and Interventions**   * Lead on the delivery of a dynamic programme of activities and interventions for men and women in the service to support them to reach their optimum level of independence and wellbeing. * Collaborate with the community team and partner agencies to create programmes aligned with users’ goals, including activity-based closed group sessions to promote problem solving, self-expression, anxiety management, anger management, and relaxation techniques. * Organise theme events as required, based on local holidays, traditions, etc. * Organise outings as appropriate, considering safety needs and staffing requirements. * Work with the team as well as partners to identify opportunities to use the resource rooms and garden areas for activities such as:   + ICT   + Employment workshops   + Tenancy Sustainment   + Benefits advice and guidance   + Talking therapies   + Yoga and exercise   + Art and Music Therapy   + Peer support groups   + Social Enterprise Projects e.g. Bicycle Maintenance   + Welcome meal or leaving parties for residents   + Gardening and Horticultural Therapies   + Community events e.g. Summer BBQ |
| **Confidentiality**  Service user and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard confidential data will be regarded as a disciplinary offence and will be dealt with in accordance with the Equinox Disciplinary Policy. |
| **Support and Resettlement**   * To have knowledge and understanding of mental health and supported housing agenda. * To be involved in or deliver group sessions which help service users to achieve the aims and goals identified in their support plans. * To develop activities around independent move on skills and implement them in a manner that is suitable to service users. * Constantly ensure there is genuine engagement with the service users using appropriate methodologies and interventions to encourage and support their engagement and progress towards greater independence and community integration. * Encourage service users to participate in the running and development of Projects / Social Enterprise initiatives, training interventions, volunteering or work experience within Equinox and local businesses. * Provide / arrange for various advice, advocacy and or information to service users in relation to physical health matters, substance misuse welfare benefits, education, employment and training, life skills and any other identified support needs. * To positively respond to service users who may need assistance, seeking the support of the appropriate manager if necessary, in emergencies. * Deal with any disputes or emergencies. * Always ensure that work is conducted within the policy and procedural framework established, ensuring full up to date knowledge and understanding of policies, procedures and legislation at all times. |
| **Liaison with Agencies and Local Community**   * To act as a public representative of the Service, ensuring good community relations are always maintained. * Develop and maintain good community relationships within the locality particularly direct neighbours and other interested parties. * Liaise with other agencies ensuring that access to services is maintained and that information is accurately and promptly communicated to other relevant professionals and carers as directed and agreed. * Maintain good working relationships with Care Coordinators, Housing and all other professionals involved in service users support plan. * Attendance at professional and other meetings as required * Identify and Source resources in the community available for residents’ access |
| **Administration**   * To undertake administrative tasks as part of regular duties ensuring that these are completed accurately and in a timely manner. * Reporting of incidents as per Equinox policies and procedures. * To complete reports (either electronically or written), including service user’s support plans, case notes and other documentation for managers, members of the management board and other agencies, as directed by your line manager in a timely and accurate manner and in accordance with policy and procedure * To input and extract information from computerised packages, service user monitoring system, and other database systems. * Any other general administrative tasks to be completed ad hoc as requested by the management team. * Attend and participate in staff meetings. * When requested to provide guidance and support to relevant workers, such as volunteers, students, etc, in line with the relevant policy and procedure. * Maintain records of residents’ participation and activity evaluations. |
| **Teamwork**   * To work as an effective part of the team in ensuring that Service Users receive a high quality and responsive service. * To use a variety of means of communication effectively. * To ensure that any matter of concern relating to any of the Service Users is immediately notified to a manager. * To be involved in team building and planning processes and ensure that any designated responsibilities arising from any action plans are undertaken as required. * To be proactive in adhering to all health and safety requirements and reporting any matters of concern immediately to a manager. * To ensure all administrative, recording and reporting requirements are undertaken in an appropriate and timely way. |
| **Health and Safety**  In addition to the above listed health and safety tasks, the post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the Equinox Health & Safety Policy, to include:   * Using personal security systems within the workplace according to service guidelines * Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks. * Making effective use of training to update knowledge and skills. * Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards. * Reporting potential risks identified. |
| **Confidentiality**  Service user and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard confidential data will be regarded as a disciplinary offence and will be dealt with in accordance with the Equinox Disciplinary Policy. |
| **Equal Opportunities**   * Ensure consistent and effective implementation of Equal Opportunities & Diversity policy and procedures * Positively promote an environment which respects and values the diversity of both staff and service users |
| **Personal/Professional Development**  The post-holder will participate in Supervision, Reflective Practice and any training programme implemented by the service as part of this employment, such training to include:   * Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development. * Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work. |
| **Quality**  The post-holder will strive to maintain quality within the service, and will:   * Ensure any data/information prepared for either internal or external analysis is ‘fit for purpose’ i.e. that it is accurate, valid, reliable, timely, relevant and complete. * Alert other team members to issues of quality and risk. * Assess own performance and take accountability for own actions, either directly or under supervision. * Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance. * Work effectively with individuals in other agencies to meet service user needs. * Effectively manage own time, workload and resources. |
| **Communication**  The post-holder should recognise the importance of effective communication within the team and will strive to:   * Communicate effectively with other team members. * Communicate effectively with service users, friends, family and carers. * Recognise people’s needs for alternative methods of communication and respond accordingly. |
| **Policies and Procedures**  The post holder is required to abide by all policies and procedures of Equinox and the Social Interest Group. |
| **Other Responsibilities and Duties as Required**   * Attend training as requested * Share best practice and provide guidance to colleagues where necessary. * Expectation to provide cover if required * Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed in line with the expectations of the position.   **This document is not intended to be an exhaustive list. Other duties, responsibilities and work base appropriate to this role / grade, may also be required. The manager will discuss this with the post holder where necessary.**  *Please note that this job description is subject to change (following consultation) depending on the needs of the organisation***.** |

**Person Specification**

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| **Qualifications and Experience** | **Rating** | **Application Form** | **Interview** |
| Experience of coordinating and/or delivering activities and interventions to vulnerable people. | Essential | **✓** | **✓** |
| Experience and knowledge of Mental Health Agenda. | Essential | **✓** | **✓** |
| Experience of working with Mental Health Services | Essential | **✓** | **✓** |
| Experience of working with complex needs and challenging behaviour | Essential | **✓** | **✓** |
| Experience of managing a hub or community advice/guidance service | Desirable | **✓** |  |
| Experience of joint working with statutory, voluntary and private sector agencies | Essential | **✓** |  |
| **Knowledge** | **Rating** | **Application Form** | **Interview** |
| Evidence - based practice and training relevant to the role | Essential | **✓** | **✓** |
| Knowledge of risk assessment and risk management | Essential | **✓** | **✓** |
| Knowledge of legislation in relation to the service user group and mental health | Essential | **✓** | **✓** |
| Knowledge of Social Inclusion agenda | Essential | **✓** | **✓** |
| Knowledge of Psychologically Informed Environment & EE Frameworks | Desirable | **✓** | **✓** |
| **Skills and Abilities** | **Rating** | **Application Form** | **Interview** |
| Must be able to communicate highly complex and highly sensitive information effectively, to a wide range of people | Essential | **✓** | **✓** |
| Ability to work single handed with individual/groups within a community setting | Essential | **✓** | **✓** |
| Ability to work as part of a team and understand team dynamics | Essential | **✓** | **✓** |
| Effective time management | Essential | **✓** | **✓** |
| Group work skills | Essential | **✓** | **✓** |
| Computer literacy | Essential | **✓** | **✓** |
| Ability to manage own workload and determine priorities | Essential | **✓** | **✓** |
| Effective written and verbal communication skills | Essential | **✓** | **✓** |
| Ability to reflect and critically appraise own performance | Essential | **✓** | **✓** |
| Able to manage emotionally challenging and distressing situations with a potentially volatile service user group | Essential | **✓** | **✓** |
| **Personal Attributes** | **Rating** | **Application Form** | **Interview** |
| Able to work in accordance with Equinox’s Values and Behaviours | Essential |  | **✓** |
| Able to engage with vulnerable people and work effectively in highly distressing and challenging circumstances | Essential | **✓** | **✓** |
| Respects and has awareness of the advantages of joint working with other experienced professionals in a multidisciplinary setting | Essential | **✓** | **✓** |
| Able to work flexibly and co-operatively as part of a team | Essential | **✓** | **✓** |
| Able to use own initiative and make decisions independently | Essential | **✓** | **✓** |
| Committed to continual quality and service improvement | Essential | **✓** | **✓** |
| Self-aware and committed to professional and personal development | Essential | **✓** | **✓** |
| Able to accept and respond positively to feedback from supervision | Essential | **✓** | **✓** |
| **Other Requirements** | **Rating** | **Application Form** | **Interview** |
| Ability to travel independently in accordance with Equinox’s policies and service need | Essential |  | **✓** |
| Experience of training staff to facilitate and deliver interventions | Desirable | **✓** | **✓** |