**Job Description**

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| **Post:** | Engagement worker – Night position |
| **Service:** | Offender Personality Disorder; Housing and Accommodation Support Service (OPD HASS) |
| **Location:** | London Borough of Lambeth, Brixton |
| **Reporting to:** | Deputy Manager / Service Manager |
| **Salary** | £22,865 per annum |
| **Hours/Shift Patterns/Rota** | Shift pattern includes weekends with staff covering night shift usually 4 nights on 3 nights off. This pattern will be subject to variation.   * 9:00pm to 8.30am   Occasionally shifts can be adjusted to allow for attendance at team meetings, and training. |

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| **SERVICE DETAILS** |
| ***Because of the nature of the duties of this post, it is an occupational requirement that the post holder is female and the post is therefore exempt from the provisions of the Equality Act 2010 in terms of Schedule 9, Part 1, and Paragraph 1 of that Act.***  The Offender Personality Disorder (OPD) Pathway is a jointly commissioned and delivered pathway of services for people in criminal justice system who are deemed high risk, and likely to satisfy the diagnosis of ‘personality disorder’.  The joint responsibility is between NHS England and Her Majesty’s Prison and Probation Service (HMPPS).  Housing and Accommodation Services (HASS) have been designed to support the OPD Pathway and Penrose OPD HASS will provide specialist housing and accommodation support to offenders meeting specific criteria, thereby facilitating their eventual move on to fully independent living in the community.  Penrose OPD HASS works with individuals that have been assessed as having a high risk of re-offending, in collaboration with other Pathway partners and the National Probation Service. Together we provide risk management, support treatment, therapies, delivery of and access to interventions, and a safe environment for residents to learn and exercise new skills.  The support Penrose provides is individually designed to support service users build and foster healthy relationships, modify cycles of behaviour, reduce the risk of reoffending and to integrate them back into the community with a reduced reliance on local mental health resources.  Our OPD HASS, HerStory House, high support accommodation is staffed 24 hour per day, 7 days per week and provides accommodation for four female residents. |

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| **Purpose of Role** |
| The post holder will work as an vital member of the Offender Personality Disorder Housing and Support Service.  You will be required to provide cover to the project at night, ensuring the safety of the residents and the building and also provide support to service users as necessary. You will also ensure detailed Service and resident handover to day staff. Night Support Workers will also liaise with other staff in providing support and advice to service users and be expected to regularly participate in team meetings  Working in collaboration with the National Probation Service and other partners within the Offender Personality Disorder (OPD) Pathway, you will support adult females who have recently been released from prison, secure health settings or who are moving on from Approved Premises. You will work with residents providing 1-1 support as well as other key engagement activities, supporting them 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 staff, probation and other partners to help keep your 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 Personality Disorder and complex mental health conditions which may include challenging behaviours. * To be compassionate in meeting the needs of service users, their carers and families. * To promote at all times, a positive image of people with personality disorder, mental ill health and complex needs. * To always promote a positive image of the service and Penrose. * Provide and support multi-disciplinary training and development, particularly in relation to the implementation of PIE and Enabling Environments. * Ensure that a therapeutic perspective is supported. * To work with Pathway and external partners, agencies and commissioners including HM Prison Service, National Probation Service, MAPPA and other community based supporting agencies to achieve the desired outcomes for the service user. |

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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. * 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 ensure information is communicated to Project staff and wider team by way of Handover at beginning and end of shift. * 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. |
| **Support and Resettlement**   * To be responsive to the criminogenic needs of service users and contributing to designing appropriate risk assessments using structured and semi structured tools like HCR-20, IPDE, VRS, VRS-SO. * To have knowledge and understanding of Risk Management in a criminal justice environment and how formulations contribute to stabilisation and resettlement in the community. * Act as named Link Worker for residents as designated by the Deputy Manager/Service Manager. * Plan and co-ordinate individual support and resettlement packages for the service user, liaising with the appropriate agencies and care professionals to ensure successful delivery of the plans. * Deliver 1-1 interventions as required. * 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 Penrose. * 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 at night, seeking the support of the appropriate manager if necessary, in emergencies. * Deal with any disputes or emergencies. * Having an understanding of the needs of the client group and working in an understanding and flexible manner using assessment and evaluation skills. * Updating service user record with relevant information. * Ensure that at all times 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. |
| **Housing Property Management**   * To assist the staff team in managing security and safety, health & safety, maintenance and cleaning. * Assist Residents to take up occupancy of their room and provide them with service orientation, including information on the conditions of their tenancy, tenant’s charter, Penrose policies and procedures and relevant local information in consultation with RSL’s. * Ensure that service users understand their rights and responsibilities regarding welfare benefits, and assist them in making their claims in order to maximise their income. * Ensure that adequate records are kept of any action taken regarding a tenant’s breach of agreement. In particular, to anti-social behaviour, monitor the payment of rents, and to avoid and recover rent and service charge arrears. * Assist service users with arrangements for moving into the property, ensuring benefits are applied for, utilities connected, maintenance problems resolved, and that the property is properly furnished. * Carry out pre-void inspections of Penrose properties, making arrangements with service users for replacement or repair of Penrose property. |
| **Liaison with Agencies and Local Community**   * To act as a public representative of the Service, ensuring good community relations are always maintained. * Ensure timely information sharing with Service Staff, Offender Managers and other key stakeholders to support robust risk management and positive resettlement outcomes * Develop and maintain good community relationships within the locality particularly direct neighbours and other interested parties. |
| **Administration**   * To undertake administrative tasks as part of regular waking night duties ensuring that these are completed accurately and in a timely manner. * Reporting of incidents as per Penrose 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. |
| **Teamwork**   * To work as an effective part of the team in ensuring that Service Users receive a high quality and responsive service at night. * To ensure that any matter of concern relating to any of the Service Users is immediately notified to the staff team and Management. * 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 & Safety and the Environment**   * Promote and encourage best practice in HSE. * Take individual responsibility for all people working, living or visiting the service, especially in response to emergencies. * Ensure you are fully conversant with all aspects of the H&S Policy, Hygiene, Fire Alarm and related policies and procedures dealing with emergencies. * Report any H&S risks or concerns to management at the earliest opportunity. * Carry out regular checks in the service including communal areas. * Ensure the service is kept clean and taking appropriate action to maintain the condition of the building. * Ensure the service is secure by regular patrols and monitoring of external doors, windows and access in and out of the building. * Carrying out service user room checks as necessary. * Monitoring and reporting on the communal environment, including local service user phone calls where identified, and taking appropriate action. * Collection and deliveries of goods and storing of light goods as required. * Where necessary, to effectively participate in the on-call system as required by individual services. * CCTV monitoring where and when required * 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. |
| **Cleaning Duties**   * To undertake general cleaning duties including household tasks such as ordering products and ensuring that stock levels are maintained and to keep records in accordance with the agreed cleaning rota. * Cleaning and maintaining the environment as necessary. * To prompt, support and assist residents to maintain a reasonably tidy living environment. |
| **Authorities**  Signing documents in conformity with the Authorisation Policy.  **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 Penrose 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 Penrose and the Social Interest Group. |
| **SHIFT PATTERNS / ROTA’S**   * Shifts will generally operate between 9.00pm and 8.30am the following morning depending on the requirements of the fortnightly rolling rota. * Night Workers will also be required to attend some meetings and training during the day for which shift rotas will be adjusted. |
| **Other Responsibilities and Duties as Required**   * Attend training as requested * Share best practice and provide guidance to colleagues where necessary. * Availability for Shifts as Rota is based on providing 24 hour cover to this service, 7 days per week. * 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** |
| Appropriate professional qualification:  NVQ / Diploma level 3 in Health & Social Care / Community Justice or professional equivalent | Desirable | ✓ |  |
| A good working understanding of personality disorders and models of treatment intervention especially when working with vulnerable individuals | Essential | ✓ | ✓ |
| Experience in risk assessment and risk management | Essential | ✓ | ✓ |
| Experience of working with vulnerable individuals who may have mental health issues / substance misuse / challenging chaotic behaviours | Essential | ✓ | ✓ |
| On the job experience of drafting and agreeing support plans and providing appropriate interventions for service user and liaising with other professional to bring the plans to fruition | Essential | ✓ | ✓ |
| Clear evidence and experience of successful reintegration of vulnerable individuals into the community | Essential | ✓ | ✓ |
| Experience of providing housing support and practical assistance within a residential or outreach support role. | Desirable | ✓ | ✓ |
| Experience of void management | Desirable | ✓ | ✓ |
| **Knowledge** | **Rating** | **Application Form** | **Interview** |
| Excellent understanding of the housing and social needs of vulnerable individuals | Desirable | ✓ | ✓ |
| Understanding and practical application of key legislation regarding social care, housing, criminal justice and mental health | Essential | ✓ | ✓ |
| Knowledge of Health & Safety and Equality legislation and practice | Desirable | ✓ | ✓ |
| Understanding and practical knowledge interventions of the social and societal marginalisation can be attached to vulnerable individuals with mental health issues and offending behaviour | Essential |  | ✓ |
| **Skills and abilities** | **Rating** | **Application Form** | **Interview** |
| Excellent and proven ability to form effective positive and motivational relationships with vulnerable individuals | Essential |  | **✓** |
| Excellent communication skills both written and oral with both internally and externally with outside agencies and bodies | Essential |  | **✓** |
| Able to influence and negotiate positive outcomes with the service users and supporting professional bodies | Essential | **✓** | **✓** |
| Ability to maintain accurate records and write clear reports using bespoke software and branded packages | Essential | **✓** | **✓** |
| Sensitive to both service users and staff needs | Essential |  | **✓** |
| Able to take part in a range of therapeutic / work focused groups | Desirable | **✓** | **✓** |
| **Personal Attributes** | **Rating** | **Application Form** | **Interview** |
| To be a conscientious worker | Essential |  | **✓** |
| Able to work in accordance with Penrose 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 Penrose policies and service need | Essential |  | **✓** |
| This post is subject to a Criminal Records Bureau Disclosure to identify any relevant criminal background | Essential | **✓** | **✓** |

**Competences**

Support Worker

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| **Competency** | **Definition** | **Level** |
| Oral communication | Communicates in a way that is unambiguous using appropriate terminology and non-verbal communication, providing accurate data that influences and informs the recipient. | Level B - Can communicate with a range of people in a positive and inclusive manner which maintains their attention. |
| Written communication | Expresses ideas clearly in a well structured manner, using correct grammar and appropriate terminology. Uses a variety of media. | Level A - Writes well-structured, error free written documents. |
| Sensitivity | Shows awareness of the diversity of those they work with and for and is aware of their own influence both. Recognises the impact of own behaviour on others. | Level B - Recognises, understands and responds to feelings and needs of others, even when they may be very different to their own. |
| Coaching and motivating | Directing and guiding others in the performance of their tasks. Establishing a spirit of working together to set and achieve goals. | Level B - Independently takes the initiative to provide direction, support and feedback, motivating another to takes the agreed steps. |
| Teamworking/ working with others | Contribute actively on issues/solutions even when the issue is not the responsibility of the individual. | Level A - Work with others internally and externally to deliver solutions/results. |
| Customer focus | Understand customer needs and requirements and act accordingly. Ensuring high level of service delivery to deliver customer satisfaction. | Level B - Actively investigates further needs of the client and demonstrates their desire to deliver the best to the client. |
| Results Orientation | Actively focused on achieving results and objectives. | Level A - Works purposefully to achieve objectives and tasks on time and as agreed. |