JOB DESCRIPTION

JOB TITLE:	**POSITIVE ENGAGEMENT WORKER**
REPORTS TO:	**TEAM LEADER**
DIRECT REPORTS:	**N/A**
INDIRECT REPORTS:	**N/A**
LOCATION:	**Ridge Avenue, Enfield, Greater London**

JOB PURPOSE:

To promote Service User participation and engagement. Create and facilitate recovery related activities for Service users to engage in. Promote recovery and independent living where appropriate.

To successfully rehabilitate and reintegrate Service Users back into the community. Build relationships and work collaboratively with external partners, agencies and commissioners to achieve the desired outcomes of the service.

The aim of the service is to work collaboratively with a multi-disciplinary team to provide an intensive rehabilitative programme of activities and life skills to address boredom, self-isolation, low self-esteem, disengagement and to foster engagement with the therapeutic programme.

The service provides a rehabilitation programme with a multidisciplinary team skills mix; support is be available for people transitioning through the rehab towards step-down accommodation.

Our cohort will be people being case managed by the Rehab team. Who present with challenging and chaotic complex needs; treatment resistant, history of revolving door admission's, co-morbid issues, alcohol or drug dependency needs.

The service will provide support to 21 people and be flexible and responsive to the multiple needs of service users including:

- People with diagnosed mental health problems
- People with Learning disability / behaviour that challenges
- People with very chaotic lifestyles, including those displaying anti-social behaviour
- People at risk of serious offending
- People with substance misuse issues who may or may not be engaging with substance misuse services

Accountabilities:

- Service user engagement
- Maintenance of good relations with partners, professional bodies and commissioners
- Comply with any required standards or procedures as detailed in the Organisation's ISO9001 QMS
- Achievement of KPI targets and personal objectives

Aims:

1. To develop Penrose services to support service users in contributing to the wider community.
2. To facilitate and deliver activities to engage service users who historically do not engage
3. To explore and access external funding opportunities for service user involvement
4. To increase ETE for long term service Users.
5. To engage Recovery Workers/ Positive Engagement Workers to communicate the importance of service user involvement and the benefits it holds
6. To develop genuine Service User led services across all services using a psychologically informed environment (PIE) model Penrose
7. To be part of the process of replicating Service User Engagement projects across relevant geographical locations and spreading good practice across the Service Pathway

Peer Support:

- Participate in the induction of volunteers to ensure that they are aware of their duties and the policies, practice and values of Penrose.
- Chair and record regular volunteers and service user meetings

Operational:

1. Develop significant contacts and partnership working to design a programme of workshops and opportunities for service users and the wider community
2. Positively promote service user involvement and engagement throughout the staff teams and services
3. Develop volunteers for service user support, engagement and involvement projects
4. To work in partnership with external projects and organisations to facilitate increased opportunities for service users
5. Attend promotional and social events to engage with other business that we can work with and to promote Penrose.
6. Attend training and to develop relevant knowledge and skills.
7. To develop a Supported Pathway of Employability as part of a local development team

Skills Required:

1. Ability to motivate, empower and encourage
2. Computer skills including Microsoft packages
3. Organizational skills
4. Approachable personality, able to communicate effectively with Service Users
5. Can do approach to develop potential business
6. Ability to enthuse potential volunteers, staff and service Users
7. Ability to do presentations and marketing.
8. Strong Communication skills, ability to communicate with other support agencies, businesses

Financial management and Administration

- Responsible for providing on time reporting and submission of information to the service manager, such as training record updates, performance statistics for KPI monitoring and Quality & Performance for payroll etc…,
- Ensure all Penrose policies and procedures are appropriately understood, followed and implemented at the Project

Health & Safety and Environment

- Promote and encourage best practice in Health & Safety throughout all service design and delivery
- Understand and adhere to restrictions and regulations of Service Users where necessary
- Liaison with referring agencies and external partners to assess, minimise and manage associated risks
- Take responsibility for the personal safety of all people working and/ or visiting the service especially in response to emergency / evacuation situations
- Ensure all the organisations rules/policies regarding Health, Safety and the Environment are strictly adhered to and that safe working practices are adopted at all times and risk assessments are both carried out and followed
- Responsible for reporting any incidents /accidents occurring at the Service to the oncall manager/ Head of Services and the competent Health & Safety person. Conducting initial investigations into the incident / accident and provide appropriate report
- Ensure all RIDDOR incidents are reported in a timely fashion
- Responsible for ensuring COSHH and Risk assessments records are maintained and available for reference and use
- Regularly review the Project's continuity plan and up date line-manager on any significant changes / risks
- Assess each individual's ability and limitations and assign role that are within their capability.
- Assess each site and complete health and safety forms.

Equal Opportunities

- Ensure consistent and effective implementation of Penrose's Equal Opportunities & Diversity policy and procedures
- Ensure volunteers are trained and understand Penrose's Equal Opportunities & Diversity policy and procedures
- Positively promote an environment within Penrose which respects and values the diversity of both volunteers and service users.

Other Responsibilities and Duties as Required

- Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.

Person Specification

Positive Engagement Worker

Qualifications and Experience	Rating	Application Form	Interview
Appropriate professional qualification: NVQ / Diploma level 3 in Health & Social Care / Community Justice or professional equivalent	Essential	√	
Experience of working with offenders 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 clients into the community	Essential	√	√
Experience of providing housing support and practical assistance within a residential or outreach support role.	Desirable	√	√
Knowledge	**Rating**	**Application Form**	**Interview**
Excellent understanding of the housing and social needs of service users with complex needs	Essential	√	√
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 people with mental health issues and complex needs	Essential		√
Skills and abilities	**Rating**	**Application Form**	**Interview**
Excellent and proven ability to form effective positive and motivational relationships	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 clients and supporting professional bodies	Essential	√	√
Ability to maintain accurate records and write clear reports using bespoke software and branded packages	Essential	√	√
Sensitive to both clients and staff needs	Essential		√
Able to take part in a range of therapeutic / work focused groups	Desirable	√	√

This job description outlines only the main areas of responsibility, which may change as the post develops. The post holder may also be required to undertake any other duties requested by the Line Manager

Name: …….. Signature: …… Date:……...