

<b>JOB DESCRIPTION</b>		
<b>DIRECTORATE:</b> Communities and Neighbourhoods		<b>DEPARTMENT:</b> Housing
<b>JOB TITLE</b> Hostel Mental Health Worker		<b>POST NUMBER:</b>
<b>REPORTS TO</b> (Job Title): Hostel / Temporary Accommodation Supervisor		<b>Grade</b> TBC
<b>1</b>	<b>MAIN PURPOSE OF JOB</b>	
i	<ul style="list-style-type: none"> <li>Assessment of the mental health needs of people with emotional distress and/or problematic behaviour in contact with or referred to other specialist services. Provision of informal mental health support and counselling, assistance to access mainstream services.</li> </ul>	
ii	<ul style="list-style-type: none"> <li>Provision of clinical advice for the hostel staff, helping to identify residents mental health needs and supporting professionals and agencies to meet these</li> </ul>	
iii	<ul style="list-style-type: none"> <li>To work as part of integrated housing support team within the hostel</li> </ul>	
<b>2</b>	<b>CORE RESPONSIBILITIES, TASKS &amp; DUTIES:</b>	
i	To work with individuals to provide support for those living within CYC hostel accommodation with mental health issues (diagnosed or undiagnosed, including personality disorders and drug and alcohol related mental illness), which is integrated within the housing support plan and health treatment / support to assist them into independent accommodation and living in the community. Work can be 1-1, group sessions or integrated into other support or education sessions	
ii	To work closely with external hostels to train / support staff when an individual is moving on from CYC hostels	
iii	<ul style="list-style-type: none"> <li>To attend statutory and mandatory training within both CAMHS / AMHS and Housing Service</li> <li>To receive regular clinical supervisions</li> <li>To deliver training to hostel and housing staff on issues pertaining to mental health difficulties in hostel residents</li> <li>To attend training as appropriate to develop skills required to deliver high quality services</li> <li>Participates in any research initiatives that are undertaken pertinent to the speciality</li> <li>Participates in the CAMHS / AHMS audit programme, taking a lead on specified audit projects</li> </ul>	
iv	To work with other professionals in utilising CAF assessment and Housing Support Plans	

v	To liaise with internal and external agencies to assist hostel residents to access universal services. To maintain clear lines of communication with mental health / primary medical services to enable hostel residents to access necessary treatments. To work alongside Assertive Outreach, SPA and crisis teams as necessary.
vi	To work as part of a multi-agency team within hostel setting, providing general back up as required, maintaining relevant records, sharing information, enabling housing support staff to co-deliver the of programme, providing co-worker support to customers when requested
vii	Attend and contribute to case conferences, service development meetings, advisory forums and other professional meetings and promote relevant partnership working with other statutory, voluntary and community organisations as appropriate.
viii	To work within financial budget maintain appropriate records as required
ix	To work an agreed rota and provide flexible response to rota requirements within the hostel as required
x	To participate in the office / site based duty cover to ensure a responsive customer service is met, including face to face work and phone contact. To assist with basic hostel tasks on occasions such as emergency sign ups and void inspections.
xi	Understanding of and implementation of infection control
xii	To maintain written and electronic records and participate in the administrative running of the service. Involve in daily handovers and provide daily debriefing to colleagues to support them
<b>3 SUPERVISION / MANAGEMENT OF PEOPLE</b>  <b>No:</b> not responsible for direct line management of other staff.  <b>Reporting :</b> Direct to Hostel / Temporary Accommodation Team Leader (day to day role) and clinical supervision from Limetrees.  <b>Indirect:</b> provide specialist training and support to hostel / housing staff. Assist with on the job training, supervision and monitoring of new recruits, students and others - eg partner agencies, shadding Working across several hostel locations and cover includes some out of hours (evening, weekend, bank holiday) work	

#### 4 CREATIVITY & INNOVATION

The service is a pilot project and work is required to develop and integrate effective / good practice into accommodation based services. It is important to develop a service that encourages residents who do not generally pro-actively engage in mental health services to access individual and group support. Many of the residents will have undiagnosed mental health issues, self medicate / use un-prescribed drugs or street drugs and or alcohol. Many will have a history of abuse or rejection.

It is vital that the post holder develop / maintain links with health services to maximise benefit for customers.

- Fundamental that post holder is able to adapt method of working to suit a wide range of vulnerable customers, on occasions without management on site or on duty. Flexibility within the service delivery in order to meet the needs of customers and daily decisions and solutions to problems (some of which are complex) are required to deal with potentially violent or aggressive individuals or groups, to be able to break down barriers where customers are reluctant to engage, using a variety of techniques to impart or extract information and agree solutions and actions. In addition customers may not trust professionals, may have learning difficulties, literacy problems and need to communicate using a variety of techniques
- To break down barriers to enable customers to access and retain both health services and accommodation and to access other services as identified by the needs assessments. In particular providing encouragement and confidence to access other services, often where there has been initial resistance from the customer to use universal services including mental health or counselling services.. To work with customers to resist inappropriate peer pressures, address discrimination and bullying issues, deal with anger management and nuisance behaviour without alienating the customer from support process
- To be able to think on feet regarding numerous situations i.e. to de-escalate a situation which could become volatile. Need to be creative in approach, handling of situation, group dynamics, long term impacts. Staff are often lone working and have to make on the spot decisions.
- Working as part of a multi-agency team and developing shared cultures and good practice
- To be able to work in 1-1 situations, group sessions or integrated into other support or education sessions

Significant emphasis placed on engagement of hard to reach customers – many of whom have complex issues including offending, drug, alcohol, literacy and numeracy problems, low self esteem.

Fundamental that post holder is able to adapt method of working to suit a wide range of vulnerable customers.

## 5 CONTACTS & RELATIONSHIPS

- Customer group is individuals / households that are homeless and living in hostel accommodation, including young people, single homeless, recent rough sleepers, families, people with a history of offending who will also have mental health problems, and / or substance abuse issues, care leavers. Significant part of work is directly with customers – providing one-to-one and group sessions in an informal or structured environment.
- Internal – Contact is fundamentally in relation to either provision of or developing the service on behalf of an individual customer to gather or pass on information, – primarily with Homeless Services staff, Social Workers, Children and Adult Safeguarding Teams
- External agency contact - Contact is fundamentally in relation to accessing health care provision and managing an individuals mental health. Contact with external agencies included necessity to gather or pass on information, arrange meetings or appointments, discuss solutions to housing issues, health issues, emotional support issues. Main contact is with emergency / mental health services / primary health care - GP's but also include Lifeline / Atlas, housing providers, advice and mediation services , MEAM, Probation Service, YOT, NY Police, DWP, Castlegate, counsellors, families (as relevant).
- Contact may also be in multi-agency meetings , training or networking sessions

6	<p><b>DECISIONS – discretion &amp; consequences</b></p> <p><b>Discretion:</b>  Hostel Mental Health Workers support customers at a difficult time of their life, helping them to address their mental health problems, , prevent a deterioration in their mental health, access the relevant support and treatment and to make decisions which may have serious implications in their lives. Their role is to equip and guide people in managing their mental health, accessing mainstream services and treatment (where appropriate), minimising risk (through self medication, self harm, personal safety and safety of others). The emphasis is on offering a supportive but meaningful mental health service. In addition, Hostel Mental Health Workers make decisions daily on risk assessments and risk management and while there are numerous policies in place each situation must be re-assessed on the situation at that time.</p> <p><b>Decisions:</b>  Level and type of service / treatment for an individual, delivery method taking account of ay diagnosis, current emotional state, general health, level of risk, use of drugs and alcohol.</p> <p>Keeping abreast of current changes to treatments, composition and trends of street drugs (illegal and legal) and effects and impact on an individual and adapting the support / treatment dependent upon these changes</p> <p>Dealing with individuals or groups and consequences of anti-social / disruptive behaviour. There are internal policies to guide staff but each case is individual and all information needs to be considered. There is a need for consistency and boundaries. Requirement to exclude / evict from services.</p> <p>Contacting Social Services and/or other services as necessary if feel people are at risk ie children or adults.- in line with Safeguarding policies. This is a statutory responsibility</p> <p>Liaising with multitude of various specialist agencies to initiate and ensure comprehensive service to customers, in particular relevant mental health services.</p> <p>Responsible for all statistical recording  Policies and Guidelines are available for consultation  Safeguarding and also by internal policies and procedures.</p>
7	<p><b>RESOURCES – financial &amp; equipment</b>  <i>(Not budget, and not including desktop equipment.)</i></p> <p><u>Description</u> Collect rent monies, requisition and pay into treasury all monies collected.  <u>Value:</u> Generally responsible for amounts of £500 to be banked but depends on rents paid.</p> <p>Access to NHS IT systems</p>



## 8 **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**

**Work demands:** to develop and continually update the approach to providing support / treatment depending on the customer group and issues at that time.

To be aware of changing legislation, policies and good practice in health care and incorporate into the service

To train and support staff about mental health issues, treatment and diagnosis, to share good practice with colleagues

To work as part of a multi-agency team within a hostel environment To develop and maintain monitoring and statistics

To provide a responsive service requiring some immediate decisions regarding customers / incidents / safeguarding including child protection. To deliver a range of 1-1 and group work sessions.

Need ability to work unsupervised and on own initiative.

Proactive and Reactive role meaning that daily and hourly demands for work which is not planned into the day.

Work with customers who are under a high level of stress or have mental health problems, substance misuse etc.

Difficult to provide support to customers when they have received negative decisions from other departments i.e. intentionally homeless.

**Physical demands:** Ability to work under pressure and meet targets and deadlines. Required to be mobile across city, able to access individuals homes, accompanying people to health appointments. Required to transport / move resources.

Evening, bank holiday and weekend working, occasional overnight residential work is integral part of job

Small amount of moving and handling in accordance with manual handling procedures

Mobility around hostel, off site visits across York

**Working conditions:** office environment, provision of service in a variety of meeting rooms/ hostel / community facilities, external agencies / health services. Lone working and facilitating groups with unknown co-workers (ie from other projects) facilitating mixed groups. Representation at external meetings and forums. Visit to other agencies /accommodation providers. Carry out home visits. Some home working possible

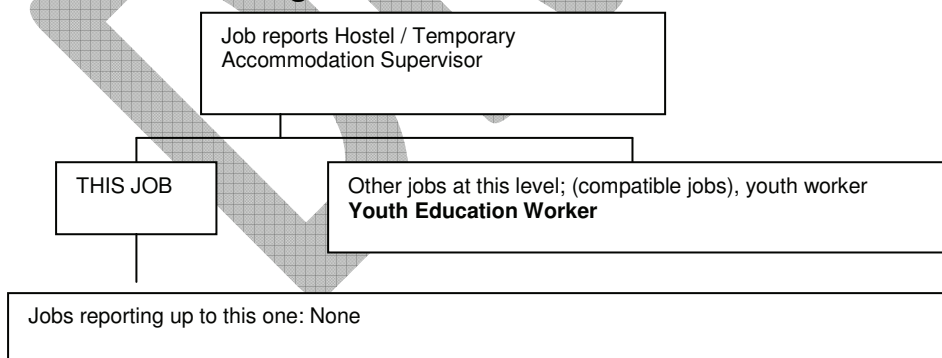
**Work context:** many customers present with high risk factors – history of offending, arson, violence and aggression, mental health problems, challenging behaviour, learning difficulties, drug and alcohol issues, history of domestic violence or abuse, sex offenders and risk of post holder being subject to abuse (primarily verbal but with threat of physical) is high as there are numerous occasions when staff re involved / witness to volatile explosive situation or working with high risk customers. Subject emotional strain of providing on going support for customers who may present with challenging behaviour.

## 9 KNOWLEDGE & SKILLS Required

- RMN or equivalent health or social care qualification or Diploma/qualification in relevant evidence-based practice (or willingness to undertake course) or FEW or ENB 998 or equivalent (or willingness to undertake training)
- Significant experience of working with young people and adults with mental health problems
- Understand and experience of working with complex people with (undiagnosed) mental health issues – including knowledge and experience of working with issues of risky behaviour, self harm, sexual health issues, drugs and alcohol, Detailed knowledge of mental health diagnosis, prognosis and affects. Detailed knowledge of medical interventions and speaking / listening tools, understanding of treatments.
- Literacy and numeracy skills
- Computer literate / IT skills in Microsoft office (excel, power point)
- Ability to work to clear objectives, performance indicators and timetables for achievement
- High level of interpersonal skills. Able to work as an effective member of a team. Flexibility of working style to meet the differing needs of service users using the services based in the unit. Acceptance of different attitudes of other team members. Able to deal assertively with any conflict within the team or with service users/other professionals.
- Ability to work as team or on own innovative / lone working
- Delivery of 1-1 or group support / counselling / treatment programme Collection of data, management of caseloads and programme, record keeping.
- Telephone skills, interpersonal skills, diplomacy, tact, sensitivity and objectivity.
- Risk assessment awareness, prioritisation, life skills, ability to make decisions based on complex situations in a potentially volatile situation. Work in a proactive manner, use own initiative and work as a team.

This job requires an enhance DBS check for children and adults

### Position of Job in Organisation Structure



Job Description agreed by:	Name:	Signature:	Date:
Job Holder			
Manager			