

Support Worker

Mental Health/ Learning Disability

Team	Support Services	Team responsibility	NA
Manager	Team Leader -Mental Health/ Learning Disabilities	Budget responsibility	NA
Directorate	Customer Experience	Job grade	3
Location	Northallerton, Leyburn, Scarborough, Malton		

Role Purpose:

To work as a Key Worker and team member in the provision of housing related and other support in order to enable vulnerable customers to maximise and sustain their independence in the community and also support them to achieve their rehabilitation and recovery goals.

The aim is to:

To maximise peoples independence and minimising continuing dependence on services

To enable people to stay healthy, safe and well in the community

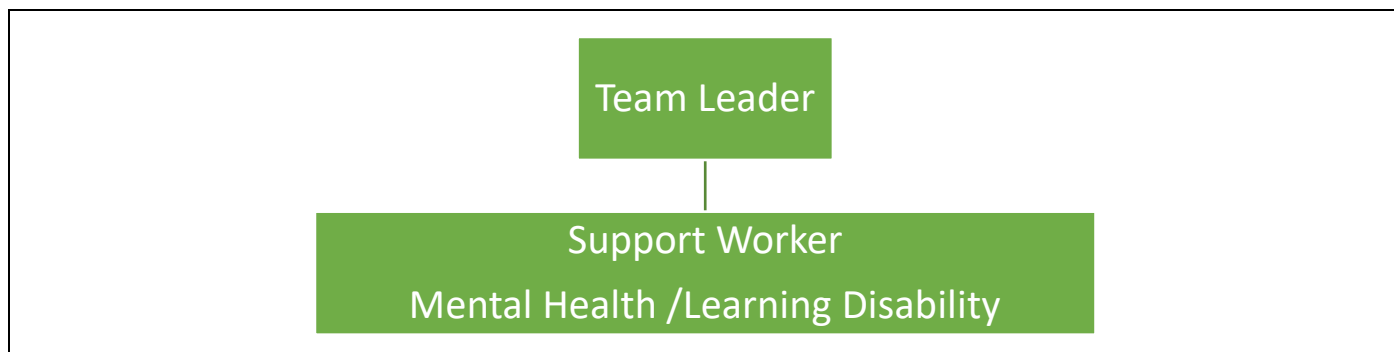
To provide good quality information and advice

To provide services which are flexible enough to respond to people in crisis

To reduce demand on the health and social care system including admissions to hospital or residential care

To assist in the delivery of excellent customer focused services.

Organisational Structure:



Main responsibilities:

Safeguarding and Well-Being

- Promote anti-discriminatory practice and challenge inappropriate behaviour.
- Recognise and respond to abuse, neglect, and safeguarding concerns in line with NYC procedures.
- Liaise with relevant individuals/agencies during crises and arrange appropriate support.
- Identify health deterioration and seek timely medical intervention.
- Ensure safety, wellbeing, risk management, and compliance with policies, H&S checks, and lone-working guidance.
- Signpost customers to relevant additional services
- Recognise risk and escalate as appropriate

What does success look like?

- Compliance of all policies and procedures, ensuring best highest level of safe working for both colleagues and customers alike.
- Positive working relations, maximum engagement and improved productivity
- Highest level of support delivered with a person-centred approach resulting in great positive outcomes and individuals improved wellbeing and independence.

Personal development, administration and confidentiality

- Maintain confidentiality, accurate record-keeping, and secure storage of physical and electronic customer files.
- Complete compliance documentation promptly and process information using appropriate digital systems.
- Ensure all work aligns with GDPR, legal frameworks, and organisational policies.
- Engage in supervision, appraisal, training, and development to ensure effective working practices. Manage scheme repairs, report issues promptly, and ensure all compliance checks are completed.

What does success look like?

- Fully complaint with all aspects of the service both within the administration side and customer focused delivery of support.
- Reducing reasons for complaints and being able to clearly evidence the support completed

Delivery of support

- Participate in assessing customer needs, completing feedback, and supporting allocation decisions.
- Welcome new customers and complete required paperwork, including support plans and risk assessments.

- Act as key worker, prioritising tasks and ensuring person-centred, flexible support.
- Respond to daily customer needs, enquiries, and conflicts, promoting tolerance and wellbeing.
- Support customers through tapering, resettlement, and successful move-on from the service.

What does success look like?

- Enhance organisational reputation and customer engagement, supported by strong internal teamwork and effective multi-agency collaboration.
- Customers receive a consistently high standard of person-centred support, from assessment through resettlement, with timely paperwork and safe, well-maintained environments.
- Empowerment and independence are achieved, through tapered support, smooth transitions, and successful tenancy outcomes.
- The role holder brings flexibility and innovative ideas, improving processes, adapting to changing needs, and fostering positive team dynamics for efficient service delivery.

Internal and External Communication

- Arrange and facilitate meetings with customers, social care staff, health professionals, and other agencies.
- Maintain effective working relationships with internal teams and external partners.
- Participate in multi-agency processes such as reviews, MARAC, discharge planning, CPA, and MAPPA.
- Build strong partnerships with customers' support networks and wider professional services.

What does success look like?

- A joined up unified approach with clear goals and objectives made clear to all involved.
- To place the customer at the centre and to ensure participation in the process to developing independent skills to maintain tenancies.
- Develop effective relationships with customer support groups to enable successful outcomes.

Customer Engagement and Participation

- Engage with hard-to-reach customers using varied skills and techniques.
- Arrange and deliver structured, planned support in line with agreed support plans.
- Escalate non-engagement or breaches of tenancy/support agreements appropriately.
- Build open, honest relationships that promote achievement and fulfilment.
- Support development of life skills and encourage participation in community activities.

- Challenge inappropriate behaviours and promote positive customer engagement.

What does success look like?

- Encouraging participation and involvement with customers to reduce isolation and develop confidence.
- Effective planning and consistent delivery. Ability to have difficult conversations to effect positive change.

General

- To comply with Broadacres policies, procedures and code of conduct.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- Comply at all times with all organisational policies and relevant legislation including Data Protection, Equality & Diversity, Health & Safety and Financial regulations.
- To carry out any other duties consistent with the level of responsibilities of the post as may from time to time be required.
- Embrace BHA's sustainability ambitions to support Broadacres to be an environmentally friendly organisation
- Promote and demonstrate commitment to equality, inclusion and diversity ensuring BHA develops and promotes positive practices in all its customer activities.
- Embrace and promote the corporate plan, mission, vision, values and conduct of the association.
- Be required to work flexibly within the hours of 8am – 8pm over a 7 day week period and to visit service users in their own homes.
- Be required to work bank holidays and other designated holidays.

What does success look like?

- An effective colleague.
- The role holder fully embraces the corporate strategy and values, regularly communicates Broadacres' performance and progress with teams, ensures that operational processes and practices are complied with and inspires colleagues to deliver great customer experience.

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Person Specification

Job Requirements	Essential	Desirable	Method of Identifying Criteria
Experience	A minimum of 1 year working with vulnerable customers	A minimum of 1 year working with the designated customer group in a supported housing setting	Application form Interview
Skills	Great writing and verbal communications skills Good interpersonal skills with the ability to establish and maintain positive relationships, and to persuade others to take relevant action. Well developed organisational skills – able to successfully manage competing priorities/projects and work to tight deadlines Problem analysis – able to identify issues, analyse situations, and develop practical solutions. Relationship Building – able to form successful professional relationships with customers and colleagues. Team player - Works collaboratively with colleagues to deliver great results Strategic thinking - Has consideration for how their work is connected to others work IT literate and confident in using online technologies to		Application Form Interview

	encourage internal and external customers and stakeholders.		
Knowledge	A good understanding of the principals of practice working with vulnerable customers	A good understanding of the relevant government initiatives and standards in service delivery Knowledge of needs and Risk assessments Knowledge of the benefits system	Application form Interview
Special Requirements	Willing and able to work outside normal working hours Flexibility in providing service Willingness to participate in learning events Holds a current driving licence, Confident in driving and access to a vehicle		Application Form Interview
Qualifications	Level 2 Health and social care or equivalent	Level 3 Health and social care or equivalent	Application form

Broadacres Values

