

## JOB DESCRIPTION

<b>Job Title:</b>	High Intensity Use of Service: Reablement Support Worker
<b>Salary:</b>	£26,484 per annum
<b>Benefits:</b>	26 days annual leave (29 after 5 years' service) plus bank holidays. Company pension scheme with contributions of 6%. 24/7 Employee Assistance Programme. Life Assurance of 2 x annual salary. Income protection scheme.
<b>Location:</b>	Sefton area/hybrid
<b>Hours:</b>	Full time - 35 hours
<b>Term:</b>	Fixed term until March 2025 initially
<b>Responsible to:</b>	Health Programmes Manager

### Job Purpose:

Sefton CVS and Cheshire & Merseyside 'Health and Care Board' are currently delivering a project to support high intensity use of emergency NHS services, known as 'frequent attenders'. This service has been expanded in partnership with Mersey Care to deliver a project to support people with serious mental illness, who regularly use Community Mental Health Services, known as REDI (Reablement Drives Independence).

Using a very human and 1:1 coaching approach, the successful candidate will work with this client group to find out any underlying social or emotional reasons they contact CMHT (Community Mental Health Team) as well as other services, and find ways forward. The ultimate outcome is for this client group to feel better supported and reduce health inequalities. The natural by-product of concentrating on people and what they need, is a reduction in the number of emergency ambulance calls and unscheduled care interactions.

Our expectations of the Worker are that they will be a great negotiator, highly self-aware with strong emotional agility, are open and can adapt to situations with a focus on supporting positive behaviour change.

### Attributes

The post holder must demonstrate the following behaviours:

- Provide support with a view to improving quality of care
- Provide appropriate and constructive challenge to tackle stigma

- Create a culture that looks for understanding and solutions
- Visibly and positively respect and value the sector and staff
- Communicate a consistent and clear message to all
- Respect, listen to and value others views
- Maintain a client focus with a relentless pursuit of excellent outcomes
- Have collective integrity and responsibility
- Endeavour to improve outcomes for the communities of Sefton
- React quickly and flexible with a range of services

#### **Main Duties and Responsibilities:**

1. To support a caseload of people with serious mental illness referred via Mersey Care Mental Health Services.
2. To empower individuals to problem solve issues in their life in order to support a reduced use of emergency and urgent care services and increase self-care.
3. To develop a care plan which is bespoke to the individual person and using behaviour change techniques, and SMART targets, support people to address the identified needs and address those issues that are contributing to inappropriate care seeking behaviours
4. Attend regular MDTs with CMHT, and monthly operational meetings with Mersey Care to discuss progress of the service. Attendance with other stakeholders may be necessary; such as Police meetings, Hospital MDTs, Health & Social Care meetings.
5. You may be asked to manage a mixed caseload to clients, including those known as frequent attenders to A&E. Respond to referrals in a timely manner and discharge clients when they are flourishing.
6. Be responsible for the smooth pathways between CMHT, other Sefton CVS projects and other community providers brokering access to a wide range of step down services to support individuals to continue to flourish and improve their health and wellbeing.

7. Be responsible for accurate data inputting onto the identified IT system ensuring compliance with information governance.
8. Contribute to the evaluation of the service, collate and input timely data and suggest/implement service improvements.
9. To be accountable for ensuring personal compliance with all Sefton CVS's policy and procedures including safeguarding children and adults and health and safety alerting the line manager of any issues or concerns in relation to delivery of the service.
10. To contribute towards performance and quality improvement reports as required by Sefton CVS and Commissioners.
11. Undertake other duties as may be reasonably required within the general terms of the job description.

Our vision is to develop a vibrant voluntary, community and faith sector that encourages and supports independent, resilient and sustainable communities.

## **General**

You will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

You will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

## **Confidentiality**

You must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

## **Hours of Work**

You must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS's policies and procedures and prior agreement with the line-manager. You will be expected to adopt a mature and common-sense approach to this arrangement.

## **Pension**

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme.

## **Annual Leave & Public Holidays**

The annual leave entitlement is 26 days (29 days after 5 years) plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period.

**Employee benefits include;** Health and Wellbeing package, Income Protection and Life Assurance.

## **Equal Opportunities**

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

## **Navajo Charter Mark (LGBTIQA+)**

Sefton CVS is committed to being an LGBTIQA+ friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTIQA+ people within our communities.



Sefton CVS actively encourage and welcome people from LGBTIQA+ communities to apply for our job vacancies.

## **Disability Confident Employer**

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



**What we mean by disability:** The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

**Guaranteed Interview:** The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

**How to apply:** If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

## Living Wage Employer

Sefton CVS is now an accredited Living Wage Employer. This means that every member of staff working for Sefton CVS will earn a real Living Wage.



The real Living Wage is higher than the government's minimum, or National Living Wage, and is an independently calculated hourly rate of pay that is based on the actual cost of living. It is calculated each year and is announced by the Living Wage Foundation as part of Living Wage Week.

## Additional Information

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.

## **PERSON SPECIFICATION**

You will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

### **Essential Requirements**

Experience of working with challenging client groups, e.g. mental health service users, those with substance misuse problems etc.

Evidence of continued professional development, appropriate to the role.

Ability to evaluate and implement appropriate service developments with support from managers.

Experience of managing and using databases, developing presentation materials & reports.

Self-motivated and resilient with a high level of emotional intelligence.

A full driving licence and use of a vehicle or equivalent way to travel around the borough.

### **Desirable Requirements**

Educated to NVQ Level 3 in health care or equivalent in a relevant field.

Counselling experience and/or qualification.

A clear understanding of the principles of health improvement and behaviour change.

### **Common Requirements for all Sefton CVS posts**

#### **\*you must have the following skills\***

#### **Communication Skills**

- To effectively communicate with different groups and individuals in various situations.

#### **Interpersonal Skills**

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS.

### **Organisational Skills**

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.

### **Team Working**

- To be able to contribute to the Sefton CVS team and its overall effectiveness.
- To share skills, expertise and ideas with other CVS projects.

### **Information & Communication Technology**

- Fully IT literate; to be able to use Microsoft Office software such as Outlook, Zoom, Word and Excel independently and effectively.

### **Equal Opportunities**

- To be committed to and understand equality and diversity practice and implementation in the workplace.