



Job title	HEAL House Support Worker
Responsible to	HEAL House Manager
Geographical Reach	North Kent (area of focus Gravesham)
Base	HEAL House Accommodation
Hours	Two week rota 20 hours per week 10am – 6pm
Salary	£12.87 per hour
Contract	Fixed Term – 01/03/2027

JOB DESCRIPTION; Hostel Support Worker

Purpose of Post

This post is to deliver support services to our HEAL House residents, people over 18 who experience complex needs.

HEAL House Accommodation, Gravesend: North Kent Mind provides the day support service to residents in this supported accommodation for rough sleepers, with an emphasis on mental health support. The accommodation provides safe beds for up to 10 people on short hold tenancies and 4 emergency accommodation beds. NKM staff provide the day support service on site for residents.

The project is a multiagency initiative, working in partnership with Serveco and Gravesham Council, operating 24 hours for 365 days per year. North Kent Mind provides the day service only, occurring Monday – Sunday 10am – 6pm.

Structure of the Post

The HEAL House Support worker is supervised by the HEAL House Manager at HEAL House.

For the calculation of travel expenses, HEAL House shall be considered the base throughout, and travel between home and another working venue can only be claimed insofar as it is in excess of the distance between home and base. All time in travel between venues is counted as time worked.

The HEAL House services provided by North Kent Mind will be formed via a team of 5 staff. A full time Manager and 2 Support workers for 16 hours and 2 for 20 hours on a two week rota system covering weekdays and weekends.

All work is in-person on site.

A: DUTIES OF THE POST: GENERAL

These duties apply to all North Kent Mind Staff, whichever service they work for:

1. To work within a framework which:

- i. Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
 - ii. Promotes Social Inclusion, Empowerment, Well-being and the Recovery Model
 - iii. Respects, encourages and builds on individual clients' coping strategies, skills and autonomy, and is in keeping with the Codes Of Practice for Social Care Workers as defined by the General Social Care Workers
 - iv. Maintains good liaison with any other outside agencies as is necessary
 - v. Promotes good joint working, links and cross-referral with all North Kent Mind colleagues.
 - vi. Adheres to the principles of the Social Care Standards as defined by the GCSI
2. To participate in supervision and appraisal
 3. To attend staff meetings
 4. To attend training/meetings and some annual events as required
 5. To undertake any other duties which a senior manager or Board of Trustees may, from time to time, reasonably delegate or assign.

B. DUTIES OF THE POST: COMMON

1. To be based on site at Wrotham Road Accommodation to offer 1-2-1 support and engage with tenants both long-term and short-term.
2. To maintain, implement, and review support plans & risk assessments in conjunction with tenants.
3. To advise and support tenants with a wide range of practical and emotional issues, this may include liaising with other agencies, providers to arrange additional support for their complex needs.
4. To support long-term and short-term tenants with their move on plans and accessing move on accommodation.
5. To support and work closely with team members to ensure that day to day issues presented by tenants are appropriately dealt with in a timely manner.
6. To identify and report any tenancy agreement or service support breaches to the property owner and managing agent of the accommodation.
7. To attend regular team meetings and multiagency team meetings as required.
8. To supply and maintain outcome data as required by the Head Of Housing and Facilities as per contractual expectations.

B. DUTIES OF THE POST: Specific

1. To liaise and support the other support workers and the HEAL House Manager of Wrotham Road.
2. In the absence of your direct line manager, liaise directly with the Head of Housing and Facilities, as required.
3. To maintain excellent communication with your direct line manager.
4. Provide the weekly 1-2-1 support to your allocated tenants (including 1-2-1 sessions, updating, and creating their support plans & risk assessments with them, signposting them to different services, liaising and working in partnership at a multiagency level to ensure your tenant needs are supported holistically, etc.)
5. Ensure that weekday working tenants receive their support sessions at the weekends.

6. Ensure your tenants paperwork is accurate, up to date and you involve them and review these documents with them (Support Plans and Risk Assessments, Move on Plans, Other Needs Assessments, Referrals, etc.)
7. Support clients through the Recovery & Person-Centred Model of practice to sustain temporary and substantive accommodation options.
8. Maintain up to date client records on existing systems, including the joint rough sleeper case management system Inform as required.
9. Respond swiftly to crisis, putting plans in place to try and prevent further escalation.
10. Record and monitor incidents & challenging behaviour (ABC forms)
11. Complete and submit referrals on behalf of your clients to different external services or internally to North Kent Mind.
12. Complete and submit Safeguarding KASAF referrals forms when required on behalf of your clients. Maintain an accurate record on your KPI spreadsheet about these types of referrals. Data Collection & Reports
13. To implement all measures advised by your line manager to ensure all contractual KPI's are met and delivered with high quality.
14. Keep accurate up to date records, collate data and monitoring information, as required and in compliance with GDPR regulations.
15. Participate in facilitating weekly room searches for all tenants in the property. According to policy and procedure.
16. Support and engage in multiagency work as required.
17. Maintain accurate and up to date handover notes.
18. Support and work in partnership with associated projects.
19. Support the formulation and delivery of multi-agency client joint needs assessments, support plans and risk assessments.
20. Support with and facilitate life skills activities including developing the Life Skills Program based on tenants needs, completing Functional Needs Assessments, obtaining written feedback, and ensuring that tenants attend Money Guidance sessions.



PERSON SPECIFICATION

Criteria	Essential	Desirable
Demonstrate knowledge & experience in the field of mental health and clients with complex needs.	✓	
Knowledge & experience in the field of rough sleepers.		✓
Knowledge & experience in the field of substance misuse.		✓
An understanding of the issues, needs & risks affecting people with mental health problems & complex needs	✓	
An awareness and understanding of housing options & mental health services for residents	✓	
A non-judgemental attitude to mental health service users	✓	
An understanding and awareness of Recovery & Person-Centred Model working with MH clients	✓	
An empowering and positive attitude to residents	✓	
An understanding of the social inclusion agenda	✓	
Ability to work with service users (Rough Sleepers with MH issues & complex needs) on a diverse range of subjects	✓	
Ability & experience to work within a multidisciplinary & multiagency team	✓	
Experience of completing referrals, support plans, risk assessments & professional reports	✓	
Experience gathering and collecting data for monitoring purposes		✓
Good written skills	✓	
Excellent communication skills	✓	
Excellent listening skills	✓	
An understanding of the need for strong professional boundaries	✓	
Proactive and flexible approach to problem solving	✓	
Experience of facilitating outcome and output monitoring systems	✓	
Good organisation skills	✓	
Good computer skills	✓	
Able to work on own initiative	✓	
Ability to work flexible hours	✓	

Experience & ability to work with challenging clients with multiple needs & manage crisis effectively	✓	
Proactive and flexible approach to problem solving	✓	
Ability to work weekends	✓	
Willingness to work flexible hours and take on extra shifts		✓