

Job Description

Job Title: Support Worker	Service Area: Adult Social Care – Mental Health	
Directorate: Strategic Commissioning & Community	Post Number:	Evaluation Number: 3278
Grade: SO2	Date last updated: May 2026	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

- Provide a service which is user centred, strength based, which works in partnership with users and carers, and involves users and their representatives in all stages of service planning, delivery, monitoring and review
- Provide a service that is sensitive to race, culture, religion, gender, disability and sexuality, which recognises diverse needs and which is actively anti-discriminatory.
- Provide a service aimed at reducing social isolation, social exclusion and stigma, promoting and enabling the independence of people with mental health support needs, their integration into their local community and improvements in quality of life.
- Provide a service which complies with current legislation and guidance relevant to the provision of mental health services.
- Meet Health and Safety, Risk Assessment and Management and other relevant requirements and work within agreed policies and procedures.

- Work in partnership with other statutory and independent sector agencies and other stakeholders.
- Work to agreed targets and standards which are set, monitored and reviewed in partnership with service users, commissioners and other stakeholders.
- Participate in team meetings, planning meetings, meetings concerning service users and others as required for the development of mental health services.
- Participate in supervision, appraisal, training and development to meet service delivery and improvement requirements, and personal training and professional development needs.

Job Context

1. The post holder reports to senior support worker, practice manager or team manager depending on the team based.
2. The post holder has no line management responsibility
3. Provide flexible services which may include evenings and weekend work as required meeting the demands of the team.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

- Working within the Care Act criteria, support service users individually and in groups
- Work jointly where required with other statutory and/or independent sector staff
- Provide a service aimed at reducing social isolation, social exclusion and stigma, promoting and enabling the independence of people with mental health support needs with integration into their local community.
- To provide services flexibly in settings such as community centres, church halls and leisure centres during the opening hours of the service.
- Liaise with care managers and/or care co-ordinators where applicable and participate in meetings with service users and carers as required.
- Liaise with other mental health staff and other professionals and agencies, carers and families and community representatives as required
- Liaise with Housing, Education, Leisure Employment and Children's Services in partnership with Care Co-ordinators to enable service users to access appropriate community resources

- Maintain adequate IT case files and other records and carry out required administrative tasks
- Ability to travel around the borough of Newham.
- Participate in supervision and performance appraisal and undertake any required training or development
- Meet health and safety, risk assessments, management and other relevant requirements and work within agreed policies and procedures
- Work to agreed targets and standards, which are set, monitored and evaluated in partnership with service users, commissioners and other agencies
- Work flexibly, carrying out any other duties as required, within the competence of the post holder
- Support service users to develop mental health self help groups or self run groups.
- Participate in evaluation and review of services in partnership with service users, commissioners, managers and other stakeholders, collecting and providing relevant data Comply with relevant policies and procedures, identifying unmet need.
- To identify and develop ways to undertake co-production work, encouraging service users, carers and stakeholders to play an actively role in the design of mental health services.
- Act as a link worker for a select number of GP Practices in the borough to provide advice on mental health services and referral pathways.
- Act as a lead for safeguarding, advising other support workers where required on the process and pathway for referrals.
- Be able to provide service users and carer's feedback following a period of support, be honest and open regarding any future support plans or closure of the case.
- Work with more complex cases, receiving sensitive and possibly distressing information from others and passing this onto relevant line manager.
- Engage with carers to carry out carer's assessments and reviews.
- **To undertake assessments and reviews for service users, adapting care plans and financial packages with line managers approval.**
- To assist service users and carers in applying for self directed support through pre payment cards in line with LBN's policy and procedures.

- To assist in the initiation, development and oversight of new aspects of service provision and to take the lead in being a champion for colleagues.
- To take the lead in one aspect of the service delivery, carrying out the task by obtaining information and sharing this in an assessable manner to your colleagues.
- Be able to provide training/feedback to peers.
- Make self available to be part of the Duty Rota for Mental Health Services which is Monday to Friday 9-5pm if required.
- Must have a NVQ 3 or be willing to train towards an NVQ 3 if appropriate and budget allows.

Person Specification

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Directorate: Strategic Commissioning & Community	Post Number:	Evaluation Number: 3278
Grade: SO2	Date last updated: November 2015	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	
KNOWLEDGE: A understanding of the following: Mental Health Act	Application Form/Interview

Mental Capacity Act Safeguarding Adults Health and Safety at Work Act Lone Working	
QUALIFICATIONS: A willingness to work towards attending and implementing the skills learnt in mandatory training sessions. A willingness to work towards NVQ Level 3.	Application Form/Interview
DBS Check Up to date DBS Check	Clearance to be obtained before final offer.
EXPERIENCE: Experience of working with individuals within a social care / health setting, providing personal care within an inner city/ ethnically diverse area or a similar situation with demonstrable transferable skills. Experience of supporting people to work towards and achieve their goals in any setting or context.	Application Form/ Interview Application Form
SKILLS AND ABILITIES: Effective verbal and written communications skills, including the ability to produce clear and concise reports at an operational level. Ability to use computers and related software packages such as word, outlook, excel, and any business related databases at an operational level. Ability to work flexibly including weekends and Bank Holidays. Ability to work under pressure, to meet deadlines, use initiative and	Application Form/Test Application Form/Test Application Form Application/Interview

prioritise with a minimum of direct supervision.	
PERSONAL STYLE AND BEHAVIOUR: Ability to understand and implement the values and purpose of an adult social care service Ability to provide a service that takes account of and respects the service user's life style, cultural and religious preferences and is responsive to their health and social care needs. Ability to demonstrate an understanding and application of person centred care principles and the promotion of an individual's independence.	Application Form/ Interview Application/Interview Application Form/Interview
OTHER SPECIAL REQUIREMENTS: Ability to work and travel in any part of the borough as well as outside Newham as required by the service. Ability to undertake and successfully complete training and development as required.	Application Form Application Form