



## **RESIDENTIAL SUPPORT WORKER WITH MENTAL HEALTH EXPERIENCE JOB DESCRIPTION & JOB SPECIFICATION**

**Location:** Brockley, London, SE4

**Salary:** £29,400 per year

**Contract:** Permanent

**Job Type:** Full Time

**Hours:** 36hrs per week

**Benefits:**

- 4-day working week
- 28-days Holiday
- Pension Contribution
- Well-Being Programme
- Team Building Days Out
- Sick Pay
- Full Induction Training
- External Clinical Supervision
- DBT Supervision
- Diploma Training
- Close to local transport (Zone 2), Free On-Street Parking

**Responsible to:** Senior Management

**\*This role is for females only.** This is a genuine occupational requirement, in accordance with the Equality Act 2010.

To support young women (gender-inclusive) between the ages of 16-21 with autism and complex emotional needs, who can present with challenging behaviours such as self-harming and suicidal ideation. You will be supporting young women who have varied mental health challenges with complex trauma, self-reflection and an awareness of the impact of secondary trauma are essential to this role. Working within an attachment-based model, you will provide a high standard of care and support to vulnerable young women who have emotional behavioural difficulties and/or self- esteem issues in order to maximise individual potential.

To demonstrate positive attitudes, patience, understanding and respect in providing care. To maintain a flexible, caring and sensitive approach, regardless of young peoples' individual cultural, gender, religious and/or sexual diversity. To work in a

professional manner, and to develop a good working relationship with both residents' and other outside agencies. At times you may be required to act on your own showing self-motivation, initiative and flexibility.

### **ACTIVITIES AND DUTIES**

- To provide support and meet the basic needs of young people ensuring that personal dignity and rights are respected at all times.
- To ensure that support is provided to individuals in accordance with The Medusa Project policies and procedures.
- Help young people to develop and care for themselves by providing advice and guidance on personal care and relevant life skills e.g. cooking, cleaning etc.
- Engage young people in self-esteem activities and programs run by the project.
- Work as part of a team to ensure the safety and well-being of young people and staff and provide a friendly supportive atmosphere in which individuals are encouraged to and enabled to develop a valued lifestyle.
- Utilise knowledge, skills and experience to recognise difficult and/or challenging situations and use appropriate communication skills to influence and bring positive change to young people's behaviour.

### **KEY TASKS**

- Assist in all stages of person-centred planning.
- To undertake cleaning, cooking, washing up, laundry duties and other related activities ensuring young people are involved as much as possible, to maintain a clean and safe environment.
- Carry out a range of administration duties (e.g. reception/weekly reports/general office / referrals etc) to ensure the smooth running of the project.
- To encourage young people to develop an understanding of their own self-worth.
- To encourage young people to develop alternative ways of dealing with anger and other complex behavioural issues.
- To engage young people to participate in a number of group activities run by the project.
- To encourage young people to develop through counselling, art therapy and other holistic methods offered by the project.
- To help young people where possible to maintain a relationship with family members if/when appropriate. To facilitate and support any family or other contacts important to the individual young person, agreed by

reviews/planning meetings or court hearings. Also, to protect young people from contact with individuals who have been deemed as inappropriate or a danger to the individual young person.

- To provide a caring and supportive environment for young people that respects and affirms their racial, cultural and religious identity and lifestyle choices.
- To contribute to placement planning, participating in reviews and other meetings as required, and to assist in the implementation of placement plans to facilitate the young people working towards the aims and goals of their care plans, taking into account the views of the young person.
- To assist young people to exercise choice and control over all aspects of their life.
- To assist/enable young people to maintain high standards of health care and personal hygiene.
- To enable young people to develop their skills and abilities.
- To participate in the key worker role.
- To be involved in enabling young people to access and participate in a wide range of community-based activities.
- To participate in relevant training to update and enhance knowledge base in order to develop professionally and to improve the level of service The Medusa Project offers all young people.
- To be aware of your responsibility under the Health and Safety at Work Act, to maximise the safety of young people and staff.
- To report any incidents and complaints to your line manager.
- To keep accurate records of individuals as laid down in policies and procedures.
- To participate in the rota within the framework of contracted hours this includes sleeping-in, evening, weekends and bank holidays.

## **GENERAL**

- Adhere to The Medusa Project **Code of Practice** at all times.
- Adhere to The Medusa Project **Safeguarding Policy** at all times.
- Adhere to The Medusa Project **Equal Opportunities Policy** at all times.
- Adhere to The Medusa Project **Health & Safety Policy** at all times.

The job description covers the current range of duties and will be reviewed from time to time. It is The Medusa Project aim to reach agreement on changes, but if agreement is not possible, The Medusa Project reserves the right to change this job description at any time.

## **JOB SPECIFICATION REQUIREMENTS – RESIDENTIAL SUPPORT WORKER**

### **KNOWLEDGE/SKILLS - ESSENTIAL**

- NVQ Level 3 or Equivalent qualification
- Minimum of 3 years-experience in working with young people with challenging behaviour
- Knowledge and understanding of the needs of vulnerable young women
- Understand safeguarding and its importance
- Understanding of self-harm behaviours
- Understanding of the different styles of therapy
- Understanding of attachment-based model
- Understanding of relational working
- Understanding of secondary trauma
- Good understanding of Mental Health
- Good understanding of de-escalation techniques
- Ability to deal with difficult situations and to manage challenging behaviour appropriately
- Good written, verbal communication and IT skills
- Ability to manage and organise own workload
- Ability to motivate self and others
- Ability to work well within a team and keep clear and consistent boundaries
- Good understanding of Residential Support Worker
- Understanding of being a corporate parent
- Knowledge of legislations pertaining to children and young people
- Risk assessment/management
- Ability to do intensive key-working with difficult to reach young women
- Ability to maintain boundaries in often difficult situations
- Adhere to different policy and procedures in place e.g. Safeguarding & Health & Safety etc.
- Ability to maintain confidentiality
- Ability to sleep-in once a week

### **PERSONAL SKILLS**

- Kind
- Nurturing
- Empathic
- Boundaried
- Transparent
- Consistent

- Reliable
- Self-aware
- Non-judgemental
- Listening skills
- Patience and understanding
- Self-motivation
- Self-confidence
- Willingness to learn

**ADDITIONAL EXPERIENCE**

- “Life experience” (previous experience within a similar environment / an understanding of the needs of vulnerable young women who self-harm and/or exhibit other complex behaviours).
- Understanding of the principles underpinning the delivery of care and the role of those providing the service.