



JOB DESCRIPTION

Post: Mental Health Hospital Discharge Floating Support Worker

Responsible to: Team Manager

Salary: £26,236 (prorated for part time roles)

Overall Objectives & Role Purpose

To support the smooth discharge of patients from Mental Health hospitals through a step-down floating support service.

To work closely with key partners to provide transitional person-centred support to individuals from the point of their initial discharge planning, through to them moving into their own accommodate in their community.

To focus on reablement of individuals discharged and support them to access supportive networks in the community which will support their long-term recovery.

Identify users' individual support needs and, through consultation and agreement with the user devise and implement suitable support plans to ensure that identified support needs are met.

KEY TASKS

Develop therapeutic relationships with inpatient customers prior to their discharge, supporting them in their recovery

Work with the customer whilst they are still in hospital and agree with them a support plan using thing Recovery Star to inform the focus of those discussions.

Seek to understand and listen to what the individual wants their life to look like when they return to the community to ensure that person-centred is at the heart of our service.

Work with the individual receiving support to understand any social or economic factors which could be a barrier to discharge (e.g. housing, utilities, access to welfare benefits), and create a plan to address and progress these.

Contribute to the protection of service users from abuse, and support service users when they are distressed.

Work closely with all professionals involved in the customers care and support, displaying excellent communication and inter-personal skills to ensure the customer discharge is managed smoothly and is led by them



Attend and participate in multi-disciplinary discharge planning meetings to identify barriers to discharge and plan how to address these with the customers views and wishes central to that process

Support the individual during any home leave from hospital to prepare them for discharge, supporting them to visualised themselves in their new environment and prepare for discharge practically; focusing on tasks such as shopping for food and paying for utilities etc.

Lead on the effective coordination of health and care service agencies such as partners who provide temporary or crisis housing to deliver a comprehensive support framework for customers which demonstrates effective engagement with relevant support services and external agencies providing complementary services aimed at improving the health and wellbeing of the customer.

Create and maintain excellent working relationships and communication with partners involved in achieving identified outcomes for the individual. Establish, agree and implement early intervention plans should any signs of relapse or crisis be identified.

Use Ability's Risk Screening Tool to inform the need for specific risk assessments related to the individual's support, identifying mitigations to those risks and support positive risk taking to move the individual forward in their life, maximising potential for them to reach their goals.

Always act in line with Ability's policies and procedures, identifying any deviation from these to more senior colleagues within the business.

PERSON SPECIFICATION – Essential Criteria

The ideal candidate will have:

- Significant experience in mental health and the recovery model of support.
- Excellent communication and inter-personal skills enabling you to work effectively with those discharged and other professionals, including clear and accessible written and verbal communication.
- Been trained in and proactively maintained knowledge and skills in safeguarding, lone-working, GDPR and data security, incident reporting, positive behaviour support and person-centred thinking.
- NVQ 3 or higher in Health and Social Care
- An understanding of the impact of local authority funding and NHS processes for discharge
- Understanding and belief in anti-discriminatory practice in the provision of support services.
- Significant experience in and the ability to use risk screening tools and complete risk assessments with customers, identify mitigations and implementing strategies to support positive risk taking.
- Ability to manage caseload and lone work with individuals in their homes.
- Good IT and record keeping skills.
- Demonstrable experience of monitoring and improving service standards and processes.
- Driving licence and vehicle available for work travel
- Commitment to undertake mandatory training upon employment including Safeguarding, Lone Working, GDPR, Incident Reporting, Positive Behaviour Support and Strength- Based approaches.