**Job Description**

**Integrated Homelessness Mental Health Practitioner**

**Job Title:** Integrated Homelessness Mental Health Practitioner

**Reporting to:** Deputy Head of Operations

**Location:** Stonepillow Central Support Office (Chichester and Arun) and across client services as required

**Hours per week:** 37 hours a week, 9am to 5pm Monday to Friday with flexibility at weekends/Bank Holidays

**Job Background:**

Stonepillow is one of West Sussex’s leading providers of support and accommodation

to people who are and have been experiencing homelessness. Stonepillow support and empower homeless, and people in need, to achieve sustainable independence and wellbeing. Stonepillow work using a psychologically informed environment and strength-based approach to create holistic packages of support, including building pathways with clients with external partners in the community. This is only possible with all the support and work from our talented and committed team of staff, volunteers, and partners

We currently offer the following innovative, sector-leading services:

* Two 24/7 hostel accommodation service for those who need immediate help with 24hr support
* Shared supported houses across Chichester and Arun to provide medium term accommodation alongside wide-ranging support.
* A 24/7 abstinent based recovery service, a recovery day hub where external partners engage with clients who are at risk with their substance misuse, and move on accommodation, supporting people who are substance dependent to control and reduce their substance misuse.
* Extended support for people who have moved on from Stonepillow accommodation but still require our support.
* Emergency winter service (SWEP and winter bed provision) in partnership with the two district Councils which provides extra beds between October and March.
* Outreach support services for those who are street homeless.
* Two preventative service that support those at risk of homelessness in both Arun and Chichester Districts cover approximately 100 clients.
* Unaccompanied Asylum-Seeking Children service for young people, linked with West Sussex Leaving Care services.

Our success in delivering these services is underpinned by the support we receive from

individuals, organisations, our volunteers, and our partners; all of whom are fundamental to

our work. In addition to maintaining a sustainable set of existing services, we also have

ambitious plans to increase our services and positively impact our community. Ensuring we can support as many people as possible who are and have been experiencing homeless, or at risk of homelessness, settle into more sustainable accommodation, leading them further towards an independent life.

**Summary of the Role**

This post is an exciting new role within Stonepillow, which will help to support and tackle mental health issues amongst Stonepillow clients. This role recognises the increasing complexity of the needs of our clients around their mental health and wellbeing, which in part has been exacerbated by the Covid-19 situation. The post holder will work directly with our clients who present support needs around their mental health which may need maintaining or crisis management support. The role will also provide guidance to the staff and volunteers to better support the clients they support. Additionally, this role will incorporate the need for our teams to have improved knowledge around the mental health statutory laws and systems to enable improved working links with mental health services. Furthermore, we will provide appropriate clinical supervision for the post-holder as part of our commitment to all our team members within the organisation around improving their practice and supporting wellbeing.

**Key Responsibilities:**

1. Using a Psychologically Informed Environment framework and Trauma-Informed approach to enable a holistic and person-centred support to your clients.
2. Model a kind, positive, persistent, proactive manner to secure meaningful engagement with clients to bring about sustained outcomes for them; to relieve their mental health needs, homelessness and prevent cyclical rough sleeping or entrenchment.
3. Work with clients, managers, and teams to understand and monitor complex mental health needs across services. This will also include debrief post mental health incidents.
4. Quickly identify those that are at risk and in need of urgent, specialist support through liaising with service managers and teams.
5. Be on-site and available, ensuring opportunity for regular communication and support with clients – this has been identified as crucial for sustaining better mental health.
6. In conjunction with managers of services and support workers, put in place individualised support plans to ensure clients access tailored mental health support.
7. Deliver one to one and group support within Stonepillow’s residential settings and day hubs around improving client knowledge of mental health services and wellbeing practices.
8. Support Operations team in designing and delivering training and coaching for staff and volunteers to develop the skills required to identify mental health issues, increasing their knowledge of statutory duties and responsibilities and to be an additional resource to teams.
9. Assisting in the implementation of policies that aim to improve risk assessment and safeguarding the clients in need following the model of ‘Making Safeguarding Personal’.
10. Undertaking joint risk assessment of clients, with their support workers, when risks increase around mental health or poor wellbeing and take lead in building care plans for the individual client.
11. Coproduce support plans and safety plans with support teams to manage the most complex client cases – this may involve taking lead in some of the complex cases to ensure client safety and cohesive action around their mental health needs.
12. Support managers in triggering multi-agency meetings and support for individual cases and ensuring we have an advocate to support clients and teams.
13. Undertaking and writing up assessments (sometimes in collaboration with other professionals), which meet specified standards and timescales.
14. Debrief and safety plan with support workers regarding clients who are presenting with suicide ideation, self-harm and increase delusional behaviour – to safeguard the client, the services and community.
15. Offering information and support to teams post mental health episodes/incidents to support teams in their practice.
16. Support Stonepillow in developing accurate assessments/tools, which will entail collaborating with other professionals and internal teams where clients are being supported - Community Outreach Teams, Hostels and Day services.
17. Recommending and at times making decisions about the best course of action for a particular client in conjunction with the manager and senior team – due to organisational impact we work as one team approach.
18. Liaising with, and making referrals to, other agencies.
19. Maintaining accurate records
20. Advocating on behalf on the client as required to other statutory services.

**Partnership engagement and management**

1. Develop strong links with primary and secondary care and support services – coordinating access to additional and specialised support as needed.
2. Performing regular assessments as required in liaison with West Sussex County Council Adult Social Care teams/mental health services.
3. Create links with external partners in the community who could deliver additional group work or support clients to enable clients to lead the fullest lives possible

**Monitoring and Evaluation**

1. Keep detailed records for all residents (in line with data protection legislation) via our database recording system.
2. Support the organisation in creating and improving how we measure and evaluate mental health and wellbeing of our clients via both qualitative and quantitative data
3. Help to monitor and evaluate the support provided to clients using both qualitative and quantitative data to track progress.
4. Ensure that finance and resources are used effectively and within budget.

**Compliance with Organisational policies and regulatory requirements**

* Abide by Stonepillow policies and procedures and regulatory requirements at all times and in particular:
	+ Health and Safety
	+ Adult and Child/Young People Safeguarding, Professional Boundaries, Duty of Care
	+ Confidentiality, Information Sharing protocols and General Data Protection Regulations.
	+ HR P&P
	+ Code of Conduct
* Play an active part in the development and implementation of organisational wide policies and procedures.

**Equality and Diversity**

* Be an active proponent to all aspects of equality and diversity – by attitude, example and approach.

**General**

* To be ensure that the Values of the organisation (Focused / Inclusive / Innovative / Kind / Accountable) are present in your work and behaviour at all times, to ensure our clients are at the heart of our organisation and work.
* Contribute to team meetings and organisational priorities, strategic goals and performance targets.
* Work collaboratively on projects and priorities with your line manager which may vary from time to time.
* Be proactive in keeping up to date with and generating development relating to your work (including policy updates).
* Excellent written and verbal communication. Due to the front facing position of this
* Comfortable with change and able to make informed decisions.
* Maintain personal development and career aspirations including participation in 1:1 Sessions with your manager, appraisals, reflective practice, Intensive Case Management and training.
* Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
* Provide cover for services as appropriate and requested by Manager.

This job description covers the current range of duties and will be reviewed from time to time. It is Stonepillow’s aim to reach agreement on changes, but if agreement is not possible, Stonepillow reserves the right to change this job description.

Stonepillow is an Equal Opportunities Employer and positively welcomes applications from all sections of the community.

A car with clean driver’s licence is essential for this role.

Signed……………………………………………………..

Date………………………………………………………..

**Person Specification**

Detailed below are the type of skills, experience and knowledge that are required of applicants applying for the post. The *Essential Requirements* indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post.

The points detailed under *Desirable Requirements* are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential but may be used to distinguish between acceptable candidates.

**Knowledge** *relates to specific skills, information acquired by candidates through practical experience and key competencies that may be required i.e. numeracy skills, dealing with challenging situations etc.*

**Experience** *is more education/training focused. Courses undergone in relevant subjects – NVQs, degree, post grad etc. In order to avoid age discrimination, manager can state degree or relevant working experience in xyz.*

***Key:*** AF = Application form. I = Interview. R = Reference.

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| **Knowledge and Skills** |  |
|  | **Essential** | **Preferred** | **Assessment** |
| Core professional qualification relevant to mental health e.g. nursing with specialism in mental health, Social Work etc |  | **x** | **AF/I/R** |
| Substantial post-qualification/accreditation experience of specialist psychological therapy (assessment, formulation and treatment), maintaining a high degree of professionalism in the face of highly emotive and distressing problems, verbal abuse and the threat of physical abuse |  | **x** |  **AF/I** |
| Appropriate professional registration e.g. NMC, HCPC, BABCP |  | **x** | **R** |
| Knowledge of mental health procedures, remedies such as cognitive behavioural therapy and counselling  | **x** |  | **AF/I** |
| Knowledge of designing training modules to raise team awareness, understanding and application of mental health issues in our Client community |  | **x** | **I** |

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| **Experience and Personal Skills** |  |
|  | **Essential** | **Preferred** | **Assessment** |
| **MENTAL HEALTH EXPERTISE** |
| Be confident in making thorough assessments and advising on next steps | **x** |  | **AF/I** |
| Work to understand the source(s) of clients’ disorders | **x** |  | **I** |
| Possess excellent psychological skills to understand the mental state of patients | **x** |  | **I** |
| Must be able to use a non-judgmental approach to clients’ mental issues | **x** |  | **I** |
| Be committed to providing a high level of support to those requiring urgent care | **x** |  | **I** |
| Listen to clients’ needs and interpret them accurately | **x** |  | **I** |
| Ability to help clients overcome mental disorder stigmas | **x** |  | **I** |
| Excellent observational skills to pick out changes in clients’ behaviours | **x** |  | **I** |
| Open-mindedness and willingness to learn and improve their skills and competence | **x** |  | **I** |
| Be able to implement safe practice in accordance with risk assessment processes | **x** |  | **I** |
| **RELATIONSHIP BUILDING AND COMMUNICATION SKILLS**  |
| Be an excellent communicator, able to liaise effectively with other professionals | **x** |  | **I** |
| Excellent relationship skills to build trust with clients | **x** |  | **I** |
| Excellent communication skills to effectively and accurately interact with clients | **x** |  | **I** |
| Proficiency in de-escalation techniques for effective crisis and emergency management | **x** |  | **I** |
| Interpersonal skills in order to work harmoniously with other professionals | **x** |  | **I** |
| Ability to remain balanced and non-judgmental while listening to patients | **x** |  | **I** |
| **OTHER SKILLS** |
| Excellent time and stress management skills | **x** |  | **I** |
| Accurate decision making skills |  |  |  |
| Ability to use a computer, including proficiency in the use of word processing and data entry tools | **x** |  | **AF/I** |
| Must possess problem-solving abilities | **x** |  | **I** |
| Ability to be calm and patient during challenging moments | **x** |  | **I**  |
| Must possess problem-solving abilities | **x** |  | **I** |
| Excellent critical-thinking skills and the ability to respond quickly to emergency situations | **x** |  | **I** |
| Ability to pay attention to detail will be crucial | **x** |  | **I** |
| Strong ability to work in a tense and challenging environment | **x** |  | **I** |
| Team-oriented mentality and good leadership skills | **x** |  | **I** |
| Attend conferences, workshops, and seminars to improve skills or knowledge and share learning | **x** |  | **I** |
| Open-mindedness and willingness to learn and improve their skills and competence | **x** |  | **I** |
| Proficiency in de-escalation techniques for effective crisis and emergency management | **x** |  | **I** |
| Be able to implement safe practice in accordance with risk assessment processes | **x** |  | **I** |
| Experience working or volunteering in social services and charities that provide mental health services  | **x** |  | **I** |
| An understanding of and commitment to Stonepillow’s Values and Diversity policy | **x** |  | **I** |

**Stonepillow Values**

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All staff at Stonepillow are expected to work according to our five values. Below are examples of the behaviours expected for each of them. These will be assessed at interview and are included here to inform your expectations of the type of person we are looking for to join our organisation.

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| **Inclusive** Blockchain |
| ***Valuing diversity*** * The smallest minority is the individual.
* We respect and value people for who they are, and believe that by giving people a voice, and listening to what they have to say, we all benefit.
* We are open and value differences to ensure we maintain our professional boundaries
* We look to involve our clients, volunteers and staff in all we do, and where we see it, we challenge discrimination.
* We believe in giving people at all levels a voice in decisions.
* Giving every individual the chance to achieve their potential free from prejudice and discrimination.
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| **Innovative** Brainstorm |
| ***Innovation and quality*** * Open to change.
* In our thoughts, words and actions we look for ways to innovate and develop our services
* We are constantly listening and learning.
* Inspire and motivate colleagues and clients to be part of the continued success of Stonepillow
* Come across as proactive and innovative in coming up with new ideas and creative solutions; build positively on the ideas of others
* Constructively challenge the status quo, identifying opportunities to do things better and grow our organisation.
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| **Accountable** Atom |
| ***Being professional*** * Understand how your work contributes to Stonepillow’s overall aims, fully embracing their role and responsibilities in helping us achieve a positive future for our clients
* Take personal responsibility for achieving your best or if mistakes are made.
* Be ambitious, setting clear and challenging goals; help and motivate others to achieve results.
* We take responsibility for our actions, keeping people informed and always do what we’ve said we’ll do.
* We take on board feedback and evaluate your results and impact as we strive to improve.
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| **Focused** |
| ***Being client focused and working collaboratively**** Take considered and balanced decisions in the interests of the clients we support
* Respond to stakeholder needs and feedback, putting clients at the heart of all we do and involving them in decisions that affect them
* Actively collaborate and work well with others across and outside the organisation, seeking ways to support each other’s work
* Share knowledge, information, and best practice with colleagues; seek to learn from other areas of the business
* Focus your time and energy on the tasks that are highest priority
* Track progress against targets and focus on delivering results in unity with partnerships and stakeholders

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| **Kindness** Open hand with plant |
| ***Respectful and kind**** We are approachable, actively offering help and support to others
* We are respectful and kind to others - it reflects in our key ethics
* Show interest in and empathy for others, respecting all colleagues, volunteers, and clients as individuals
* Active humility - Admit mistakes and be willing to ask for help and support when needed - personal growth is a key ingredient to kindness
* Actively listen, encouraging others to contribute their views; be open to suggestions from others, regardless of who they are
* Commit to learning new skills that will develop your approach and your commitment to unconditional positive regard.
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