
Your job

Job Title: Support Worker

Service: Brookfield Mental Health Service

Grade: 4

Reporting to: Team Leader

Brookfield is a service which provides support to individuals with mental health needs. The service provides support 24 hours a day, 7 days a week using an asset-based approach. The aim of the service is a recovery and reablement focus to support individuals to restore and develop skills to move on from Brookfield and live successfully within the community.

As a support worker at Brookfield, you will be part of the team supporting people with programmes of reablement to lead full and purposeful lives, with increased confidence and self-esteem.

Support individuals who may experience anxiety, mental health challenges, offering reassurance and appropriate Interventions in line with Support Plans.

Maintain a calm and secure environment, completing required monitoring, recording and safety checks in accordance with service procedures.

You will work closely with a range of partners to support people with their health and wellbeing, lifestyles, daily living and developing links within their local community.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Complete the Care Certificate as part of your induction, along with all mandatory training requirements.
- Support the leadership team in delivering high-quality services at Brookfield.
- Work with the team to deliver and embed Trauma Informed Approach within working practices, allowing a personalised recovery to better meet the needs of individuals and provide effective support during crisis management
- 'Progress with Unity' we will strengthen the way we work through the following six tried and tested ways of working to achieve long-lasting change, providing a high-quality asset-based approach to individuals at we support.

On an ongoing basis you will:

- Deliver therapeutic activities in accordance with individual support plans, promoting independence and self-reliance.
- Apply an asset-based approach, focusing on individuals' strengths and potential.
- Support individuals in identifying future housing options and assist them in transitioning from Brookfield to more independent living arrangements.
- Ensure individuals receive their prescribed medication safely and accurately, following all relevant policies and procedures.
- Respond to incidents and emergencies with a calm, solution-focused approach that prioritises the wellbeing of individuals, carers, and families.
- Provide support and guidance to tenants supporting them to be the best version of themselves
- Comply with all health and safety policies and procedures, promptly reporting any incidents or maintenance issues.
- Take an active role in safeguarding all individuals within the service, ensuring their safety and protection at all times.
- Provide tailored support to meet each person's emotional, psychological, and physical needs as outlined in their support plan.

- Communicate effectively and professionally with individuals, colleagues, and external professionals.
- Maintain accurate and up-to-date records on a daily basis.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules
- Utilise the digital care planning 'Dom Portal' within the team.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- NVQ Level 2 in Health and Social Care (or QCF equivalent), or a commitment to achieve this qualification.
- Flexibility to work a variety of shifts, including weekends and bank holidays, as part of a rota.
- Experience or a strong desire to work with individuals experiencing mental health challenges, with a compassionate and empathetic approach.
- Strong communication skills, both verbal and written.
- Good at making decisions, asking the right questions, and finding simple, practical ways to solve problems.
- Effective interpersonal skills for working with service users, carers, and professional colleagues.
- Ability to monitor, assess, and review the needs of service users.
- Capable of working independently, as part of a team, and confidently as a lone worker.
- Physically able to undertake moving and handling tasks as required.
- A clear understanding of an Asset Based approach, supporting individuals to regain skills and live independently within the community.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”