

Home Safety & Decluttering Support Worker

Hours of work	2.5 days (will consider 2 days if necessary)
Contract type	Fixed term to 31 March 2023
Salary	£24,500 pro rata
Reports to	Making Room Project Lead and Director
Location	Hackney and surrounding boroughs. The work will involve frequent visits to service users in their homes. For the first 3 months you will be based one day a week in our office in Dalston, and based the remaining time at home. Following that, you may request to be based full-time at home if agreed with your manager.

About MRS Independent Living

We have been working since 1986 towards a society where everyone has a sense of control over their lives and the ability to stay independent, active and connected to the world around them.

Our mission is to provide practical help so that people who need support can live safely and well in their homes and communities. We work primarily with older people, people with disabilities and people confronting mental health challenges.

Our values are important to us, and we expect people who work for MRS to share these values:

Real world perspective: People have overlapping physical, mental and emotional needs and we respond to these as holistically as we can.

People have assets: We all bring valuable strengths to the table that can benefit the community.

Collectivity: Everyone benefits when we come together to support each other and share experiences and learning.

Empathetic and non-judgemental: We always attempt to understand the different contexts in which people live their lives.

Equity: Disadvantaged groups and communities should have equal access to opportunities and be supported to exercise their rights.

User-led: People define the approaches that work for them, and we work alongside them with these in mind.

Job description

Overall purpose of the role

To help people achieve a safe living environment by supporting people with hoarding behaviour to declutter and carrying out home safety checks.

To support the overall effective running and management of the services.

To provide individualised support to help people achieve their goals in a range of areas, for example, mobility, access to benefits, digital confidence.

To contribute to the development of new projects as opportunities arise.

Main duties

Decluttering

- Carry out assessments for decluttering support packages using agreed frameworks and make recommendations for action.
- Support service users to identify personal goals and set action plans, and monitor progress towards achieving these.
- Use motivational interviewing techniques to engage service users and help them achieve long-lasting change.

- Provide practical support to declutter and remove items from the property, disposing of them in an appropriate way agreed with the service user.
- Coordinate a caseload, make appointments and undertake basic administration associated with the case such as maintaining accurate records.
- Work with the Making Room Project Lead to manage the Making Room service (deputising where necessary), including responding to enquiries, planning and coordinating workload, providing quotations and reports, reviewing documentation and proactively working with referrers to secure funding.
- Liaise with referrers, key contacts and the service user's relatives and support networks to exchange and share information, make progress towards goals, and work collaboratively towards a common purpose in support of the service user.

Home safety

- Carry out home visits to identify potential trips for people at risk of falls using an agreed template and make recommendations for action.
- Implement actions where possible, and/or liaise with colleagues to provide additional support with practical tasks where needed.
- Undertake outreach to generate referrals for home safety checks.
- Maintain records of checks carried out and actions taken for monitoring purposes.

Floating support

- Provide floating support within MRS, taking referrals from other team members and supporting service users from across our portfolio of services and projects with specific tasks that enable them to maintain their independence. This might include, for example, one-to-one support with digital devices, helping people apply for benefits, Taxicards or Dial-a-Ride, and will vary depending on each person's needs.

General

- Make onward referrals for statutory services (e.g. occupational therapy, social care assessments) and community support where necessary, or support the person to refer themselves.
- Undertake informal advocacy on behalf of the service user, if required, to access services and support.
- Ensure any safeguarding concerns are appropriately reported and followed up in accordance with the MRS safeguarding policy.
- Undertake risk assessments and observe the requirements of relevant MRS policies such as health and safety and lone working.

Person specification

Essential

- Experience of one-to-one support work, supporting service users with hoarding or other serious mental health conditions in relevant settings including mental health, social care or housing.
- Understanding of the needs of older people and/or people with hoarding behaviour, and the impact that an unsafe living environment can have on their lives and independence.
- Ability to empathise and build constructive relationships with people who may be confronting a range of emotional, practical and mental health issues.
- Emotional resilience and ability to adapt and respond to challenging situations appropriately.
- Willingness and capability to provide practical support with decluttering and reorganising living spaces. Note that some cases may involve working in severely cluttered environments.
- A collaborative, person-centred and non-judgemental approach that focuses on people's holistic needs, their strengths and the outcomes they want to achieve.
- Flexibility and willingness to work across multiple projects simultaneously.
- Organised, methodical and proactive approach to planning and administration.

- Understanding of the importance of record-keeping and data protection requirements, and the ability to maintain accurate and up-to-date case records.
- Ability to liaise with other agencies including statutory services and health professionals.
- Understanding of the systemic racism and discrimination faced by people from diverse communities who may experience barriers to accessing services and achieving their goals.
- Ability and space to work effectively from home (computer and work phone can be provided).
- Willingness to be flexible and occasionally work evenings/weekends if required to meet the outcomes of the project. However, this is not expected to be a regular occurrence.

Desirable

- Training or experience in using motivational interviewing techniques.
- Experience of delivering services for or in partnership with statutory and/or voluntary organisations.
- A full, clean driving licence.