

Role Description



Job Title	Community Support Officer
Service	Community Connector Service
Responsible to	Operational Co-ordinator
Reporting Roles	Not applicable
Purpose	To deliver the Suffolk Community Connector Service
Base	The role will be based at our Head Office in Martlesham Heath, Suffolk
Starting Salary	£22,854
Working Hours	Full time (37.5 hours per week)

Job Overview

The Community Support Officer role will offer predominantly telephone and digital support to individuals. Some face-to-face support will be provided by visiting individuals at home, meeting in the community and meeting individuals in a group setting depending on their individual needs and preferences.

Responsibilities and Duties

- Providing intensive support to individuals to bring about positive change and reduce any barriers preventing them from living a healthy, stable, life.
- Providing flexible support using a strengths-based approach - this recognises the strengths of individuals and supports them to build upon these
- Ensuring that support is delivered in a way that empowers individuals to take ownership of their lives.
- Liaising with relevant partner agencies in order to meet the needs of the individuals and increase the options available to them in moving on within two years.

Telephone/app-based support will include:

- Identifying and signposting to relevant services/activities/support groups
- Web chat and live messaging facilities
- Helping people plan for crisis and empowering you to manage crisis when they arise
- Providing advice on harm reduction techniques
- The identifying of individual goals and action planning to achieve them
- Providing a listening ear for general conversations around wellbeing, progress or relapse
- Therapy based interventions such as low-level counselling

Community based support will include:

- Accompanying people to initial attendance at activities/events such as peer support networks, walking groups, gyms, gardening activities
- Casual contacts within the community to reduce isolation, such as coffee shops or wellbeing hubs
- Wellbeing drop-in facilities, provided from either ACT's own premises or contained within local wellbeing hubs.

Skills, qualifications, knowledge and understanding required

- Action planning
- Mental Health pathways across Suffolk and in other areas based on individual need.
- Risk assessment and risk management
- An ability to work in a solution focused way
- Ability to challenge and change entrenched patterns of behaviour
- Confidence to challenge other service providers.
- To develop and maintain a good working knowledge of current Mental Health services
- Working to targets and deadlines
- Safeguarding Adults and Children

Additional requirements

- Must have a full driving license and access to own transport as travel around the county will be involved.