

MRS INDEPENDENT LIVING

Job Description and Person Specification

Job Title	Decluttering Practitioner
Hours of work	14 or 17.5 hours per week (2 or 2.5 days depending on preference)
Contract type	Fixed term contract with end date 31.12.23 but extension likely pending future funding
Salary	£26,000 FTE (may be negotiable depending on experience)
Reports to	Operations and Project Manager
Places of work	MRS office base - The Adiaha Antigha Centre, 24-30 Dalston Lane, E8 3AZ Working within service users' homes primarily in Hackney and surrounding boroughs in North East London Working from home as required

Introduction

Our vision is 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 do this by providing a range of services and projects that focus on adaptations, decluttering and safety at home, preventing falls, increasing digital confidence, reducing social isolation and loneliness, and providing advice and informal advocacy on issues relating to housing, welfare and care.

Our values are:

- 1. Real world perspective:** People have overlapping physical, mental and emotional needs and assets, and we respond to these as holistically as we can.
- 2. People are assets:** We all bring valuable strengths that can benefit the community.
- 3. Collectivity:** Everyone benefits when we come together to support each other and share experiences and learning.
- 4. Empathetic and non-judgemental:** We always attempt to understand the different contexts in which people live their lives.
- 5. Equity:** Disadvantaged people should have equal access to opportunities and be supported to exercise their rights.
- 6. User-led:** People define the approaches that work for them and we work with those in mind.
- 7. Integrity:** We are honest with ourselves and others about our capabilities and what we can deliver.

The Service

Making Room is a well-regarded practical decluttering service that works in a therapeutic manner with individuals who exhibit hoarding behaviours, to help them identify triggers for their hoarding and develop frameworks to help them declutter their homes. Whilst not everyone who has clutter in their home has mental health issues, the NHS recognises hoarding disorder as a diagnosable mental health issue. Many of the service users with whom we work have additional mental health issues which contribute to or are exacerbated by their hoarding behaviour.

There is increasing recognition in the statutory sector that the preventative, therapeutic approach to hoarding support is more effective and cost-effective in ameliorating hoarding behaviours than the traditional blitz clean approach. Making Room is one of the only hoarding support services of its kind, and a great deal of work has gone into growing and improving the service and building its profile over the past two years. Making Room now has good 'brand' recognition amongst potential referrers and is a trusted delivery partner locally. We are now looking to build on this good work during 2023, to achieve long-term sustainability for the service. This post will contribute to this goal, working as part of a small team of three.

Overall purpose of the role

Working in a practical and therapeutic manner with service users to identify the outcomes they wish to achieve by reducing their hoarding behaviours and supporting them to achieve these outcomes.

To support service users to achieve long lasting behavioural change by identifying the triggers for their hoarding and providing strategies to reduce these behaviours.

To support service users to declutter their home by sorting their possessions, making decisions and physically removing clutter from the premises.

Main duties

- Support service users to identify personal goals in terms of decluttering, agree action plans, and regularly monitor progress towards achieving the desired outcomes.
- Use therapeutic and motivational interviewing techniques to engage service users in the process of decluttering and support them to achieve long-lasting behavioural change.
- Provide practical support to declutter and restore access to rooms, working alongside service users to organise their possessions and remove clutter from the property.
- Undertake risk assessments and observe the requirements of relevant MRS policies such as health and safety and lone working.
- Coordinate an individual caseload to ensure all allocated service users are worked with in a timely and appropriate manner in line with our expectations for service delivery.

- Undertake all administration required to support service delivery including:
 - Maintaining accurate and up to date records on MRS' case management systems.
 - Maintaining any associated administration and record-keeping as required for allocated cases.
 - Collecting and recording any data on allocated cases as required for the service, stakeholders and funders.
- Engage with referrers, key contacts and the service user's family, friends and support networks to exchange and share information and work collaboratively towards the agreed outcomes.
- Provide signposting information about other services and activities that may help the person sustain their behaviour change, to address other issues they may be facing, and to integrate into the community. If appropriate, undertake informal, short term advocacy for the individual.
- Ensure any safeguarding concerns are appropriately reported and followed up in line with the safeguarding policy.

Person specification

Essential

- Experience of, or demonstrable transferable skills in, supporting service users with hoarding and/or other mental health conditions in relevant settings.
- Demonstrate understanding of the needs of people who hoard and the impact hoarding can have on their lives.
- Experience of, or demonstrate ability to, enabling individuals to increase control over their own lives.
- An approach that is person-centred, collaborative, boundaried, enabling and non-judgemental that focuses on people's needs and the outcomes they want to achieve.
- Willingness and capability to actively provide physical and practical support with decluttering and restoring access to cluttered living spaces.
- Empathy for people who may be confronting a range of emotional, practical and mental health issues.
- Understanding of the importance of record-keeping and data protection requirements.

- Experience in and the ability to maintain accurate and up-to-date case and other records as required.
- Understanding of the need for, the ability to and experience of maintaining positive relationships with stakeholders including professionals in statutory services.
- The ability to travel independently to service users' homes.
- A satisfactory DBS clearance.

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.