

Home Safety & Hoarding Support Worker

Hours of work	14 hours (2 days) per week, with potential for additional hours as one or both of the services grow
Contract type	Permanent
Salary	£22,000 pro rata
Reports to	Making Room Project Lead
Location	Home-based. A large part of the role will involve visiting service users in their homes in locations around Hackney and surrounding boroughs.

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 carrying out home safety checks and supporting people with hoarding behaviour to declutter.

Main duties

- Carry out assessments for home safety checks and 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.
- Provide practical support to eliminate basic trip hazards and refer to other team members for specialist tasks.
- Coordinate caseloads, make appointments and undertake basic administration associated with the case such as maintaining accurate records.
- 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.
- Make onward referrals for statutory services (e.g. occupational therapy, social care assessments) where necessary.

- 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.
- Provide signposting information about, and if appropriate, make referrals to other services and activities that may help the person sustain their behaviour change, address other issues they may be facing, and aid community integration.

Person specification

Essential

- Experience of supporting service users with hoarding or other mental health disorders 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.
- Ability to empathise and build constructive relationships with people who may be confronting a range of emotional, practical and mental health issues.
- Willingness and capability to provide practical support with decluttering and reorganising living spaces.
- A collaborative, person-centred and non-judgemental approach that focuses on people's needs and the outcomes they want to achieve.
- 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 involved parties including statutory services to ensure referrals receive an appropriate response.
- Understanding of the systemic racism and discrimination faced by people from diverse communities who may experience barriers to accessing services and achieving their goals.
- 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 workshop or training facilitation.
- Experience of delivering services for or in partnership with statutory and/or voluntary organisations.
- A full, clean driving license.