



JOB DESCRIPTION

Job Title	Supported Housing Medication Officer (Mental Health)
Responsible to	Housing Manager
Responsible for	N/A
Hours	9am - 5pm, Mon - Fri, 35 hours per week
Service	Operations
Location	Lewisham (Verdant Lane)

1. Organisational Context

Quo Vadis Trust (QVT, registered charity number 1116196) is a specialist housing charity in South East London. We provide a service to people living with mental health needs and who need support with their housing. QVT currently provides homes to approximately one hundred and eighty people in South East London. Our range of support both on and off the premises helps each individual client to maximise their independence.

2. Job Purpose

To provide high quality support and consistent tenancy advice for our clients, with the aim of helping them recover, move on and rebuild their lives.

As a Supported Housing Medication Officer you will be expected to manage and key work a caseload of adults with multiple and various mental health needs such as anxiety, depression and bi-polar disorder amongst other diagnoses, varied support needs such as substance misuse issues, and in some cases a lack of trust in support services, therefore one of the challenges of this role will be to encourage your clients to effectively engage with the recovery process. You will work with your clients to carry out individual support and needs planning and create SMART goals to maximise the potential for their recovery. You will also work with your clients to monitor and supervise the administering of their medication, taking the lead to ensure that all medication is safely kept and taken properly as needed.

You will be greeting new clients, risk assessing them and delivering an induction process to welcome them into our services. Part of this role also involves providing advice on welfare and benefits; therefore, an understanding of universal credit, housing and homelessness legislation is an advantage. A critical part of this role will be helping clients to move on and successfully reintegrate back into society - our mission statement is to 'promote recovery, maximise independence and build community'.

3. Main Responsibilities

- Provide an effective, efficient, responsive and client-focused service for an allocated number of clients. Clients will have differing levels of mental ill-health
- Work within a team to ensure all clients have clear, tangible and measurable goals that support wellbeing and maximise independence



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- Build good and effective working relationships with all clients and be responsive and interactive to their personal goals and support needs
- Be responsible for completing and updating records on 'Inform' (QVT's client management database) to ensure that all your client records are kept up to date
- Prepare reports on client issues as required.
- Take the lead to ensure that all medication is safely kept and taken as needed.
- Take responsibility for the properties you cover and ensure they are safe, kept in good order and are well maintained, complying with Health and Safety legislation
- Work alongside and support clients and other staff members to ensure that all properties are kept clean. This means that some cleaning duties may be required
- Report all maintenance issues and ensure that they are followed up to maintain health and safety standards, and to create a homely environment for all clients
- Record and report any breaches of policy and procedure or poor performance to the Housing Manager
- Work with the Housing Manager to ensure safeguarding practices are followed and recorded in line with the QVT policy
- Provide cover for other Housing Officers across all QVT schemes if necessary
- Liaise with external agencies and attend meetings as required
- Travel between QVT schemes where necessary
- Undertake any other tasks which might reasonably be requested by a manager

4. Medication responsibilities

- Possess a thorough understanding of QVT's Medication Policy and Procedure
- Attend medication training to be compliant with rules and guidelines
- Conduct weekly medication checks, recording and updating records for all Verdant Lane clients
- Create and maintain a medication spreadsheet
- Arrange weekly MAR sheet checks and provide updates for all Verdant Lane clients
- Liaise with GPs, Pharmacists and CMHTs to ensure a suitable supply of medication
- Collect medication or support clients to do so on time
- Coordinate and supervise staff recording medication information in Inform
- Ensure that all medication is safely stored in line with the Medication Policy
- Arrange safe disposal of medication as necessary
- Arrange training and supervise staff on medication procedures as needed
- Communicate effectively with the team to provide updates, coordinate actions and check outcomes related to medication

This job description is as it is presently constructed. This will be reviewed periodically and at each annual appraisal to ensure that the job description fully reflects the responsibilities of the job. It will be updated and amended in keeping with service changes and developments.

PERSON SPECIFICATION



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Department	Operations

Education, Qualifications and Training	Essential or Desirable	Method of assessment
Numerate and Literate to GCSE or equivalent in English and Maths	E	Application form & Test
Experience		
Experience working in a social housing environment	D	Application form Interview
Experience working in the mental health sector or other supportive environments	D	Application form Interview
Computer literate, familiarity with Microsoft packages, and experience using a client management database	E	Application form & Test
Skills/Abilities		
Demonstrable attention to detail and organisational skills	E	Application form Interview
Awareness of current housing issues and tenancy sustainment	D	Application form Interview
Demonstrable customer service experience	E	Application form Interview
Knowledge of welfare benefits related to housing	D	Application form Interview
Good, clear, verbal and written communication skills	E	Application form Interview & test
Able to relate to clients	E	Application form Interview
Ability to work under pressure and to deadlines	E	Application form Interview
Able to demonstrate a conscientious and dedicated attitude	E	Application form Interview
Ability to work on own initiative and a commitment to team working	E	Application form Interview
Awareness of issues faced by people with mental health issues	E	Interview
Flexible and adaptable	E	Interview
Other relevant criteria		
Willingness to undertake further training	E	Application form
Be prepared to work unsociable hours in accordance with 24/7 shift rota if required	E	Application form Interview
Has Enhanced DBS clearance	E	DBS Check
Driver with own vehicle	D	Interview



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Instructions:

If more than the required number of applications pass the minimum shortlist score, only the required number of applicants will be interviewed. However, should any candidate who suffers from a disability meets the minimum shortlist score, they will automatically be invited to attend an interview, which may mean interviewing more than the required number of candidates.