

MRS INDEPENDENT LIVING

Job Description and Person Specification

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| Job Title | Decluttering Practitioner |
| Hours of work | 17.5 hours/2.5 days per week (working pattern to be agreed) |
| Contract type | Fixed term contract ending 31.12.25, but extension likely pending funding |
| Salary | £28,840 pro rata (may be negotiable depending on experience) |
| Reports to | Assistant Director |
| Places of work | Working in service users' homes, primarily in Hackney and surrounding boroughs in North East London. Some travel to boroughs further away may be required for short-term projects, but will be discussed with the team as/when required. MRS office (Marie Lloyd Centre, 329 Queensbridge Rd, London E8 3LA). 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 keeping people active and preventing falls, living safely and well at home, accessing peer support and lifelong learning, and overcoming difficulties and challenges they have in their lives.

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 provides one to one practical decluttering support in a therapeutic manner bring about long-lasting behaviour change. We support individuals to identify the motivation for their hoarding behaviour and identify the outcomes they want, for example, reconnecting with their family. We work with them in a personalised way that acknowledges their agency whilst reducing risk, which is often the reason they have been referred to us. Our approach to decluttering encourages the individual to focus on reducing clutter, but puts them in control about what is removed.

Overall purpose of the role

To help individuals and families identify the outcomes they want to achieve and work independently with them in a practical and therapeutic way to clear clutter from their homes.

To reduce risk and support individuals to achieve long-lasting behavioural change by identifying triggers for hoarding and providing strategies to reduce hoarding behaviours.

Main duties

- Assess level of risk due to the clutter in an individual's home, and their willingness to engage with the service in order to inform an estimate.
- 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 individuals 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 individuals to organise their possessions and physically 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 individuals receive support in a timely and appropriate manner in line with MRS' expectations for service delivery.
- Build effective relationships with referrers, key contacts and the individual's family, friends and support networks to exchange and share information and work collaboratively towards the agreed outcomes.
- Ensure good ongoing communication with referrers and professionals involved in cases by coordinating/attending meetings and joint visits, and providing regular updates and reports.
- Undertake all administration required to support effective service delivery including maintaining accurate, timely and up-to-date case records on MRS' case management systems.
- 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 MRS safeguarding policy and the relevant borough's safeguarding policy.
- Attend team meetings and supervision sessions as required.

Person specification

Essential

- Experience of supporting individuals with mental health and/or hoarding issues in relevant settings (such as mental health services, homelessness sector, social care, housing), or demonstrable transferable skills.
- Experience of, or evidence of the ability to support and enable individuals to increase control over their own lives.
- A non-judgemental approach towards individuals with hoarding behaviour and their families who may be confronting a range of emotional, practical and mental health issues.
- Understanding of the needs of people with hoarding disorder and the impact hoarding can have on their lives, together with a person-centred approach that focuses on the outcomes they want to achieve.

- Willingness and capability to work independently and as part of a team to provide practical support with decluttering, removing items from the property and restoring access to cluttered living spaces.
- Ability to assess risk and make judgements about safe working environments.
- Ability to build and maintain positive relationships with service users and their families, referrers, other professionals involved in cases, and the organisations they represent.
- Ability to manage time and prioritise tasks effectively and independently to keep cases flowing.
- Understanding of the importance of maintaining accurate and up-to-date case and other records as required by the service and in line with data protection requirements.
- Experience of delivering services for or in partnership with statutory and/or voluntary organisations.
- Confidence using IT and digital technology to support service delivery. We use Google Workspace for documents and communication, and Trello and Airtable for case management.
- The ability to travel independently to and willingness to work alone in individuals' homes, some of which may be highly cluttered.
- A satisfactory DBS clearance and the right to work in the UK.

Desirable

- Training or experience in using motivational interviewing techniques.
- Understanding of trauma-informed practice.
- Knowledge of safeguarding practice and procedures.
- A full, clean driving licence.