

## Job Description

<b>Job title:</b>	Mental Health Support Worker – Cheshire East Contract
<b>Reports to:</b>	Service Coordinator
<b>Hours of work:</b>	37 hours per week
<b>Based at:</b>	Outreach venues in Cheshire East and Cheshire Mind Hub, Winsford
<b>Salary:</b>	£26,708 gross per annum, point 21 on NSM pay scale

### Background

North Staffs Mind has delivered mental health support services for 50 years across the local area. Over the years we have continued to be innovative and responsive and have developed our services to meet the demands of the local mental health landscape. As a result, we have now merged with Cheshire Mind and are excited to be able to develop a new service in Cheshire East, as we look to widen our geographical reach to support even more local people.

We will be working on the Cheshire East Care Navigation Service which aims to make it easier for people with severe mental illness (SMI) to access nonclinical support to foster recovery in local communities. We want to ensure that everyone can access the right support, at the right time, from the right person.

The post holder will work with clients presenting with moderate to severe mental illness as they navigate community support to aid their recovery. Clients will often be referred to the service following a hospital discharge.

The postholder must be able to travel efficiently within a wide geographical area (localities in Cheshire East) to fulfil the role effectively.

We offer a relaxed and friendly working environment and continually expand the CPD offer for our team.

### Job Purpose

The purpose of this role is to provide assistance and support to individuals experiencing/recovering from severe mental illness or mental health

challenges, through 1:1 support, drop-in sessions, signposting and psycho-educational workshops.

The primary objective is to empower clients, promote independence and have a positive impact on their overall wellbeing. The postholder will show empathy, patience and a good understanding of mental health issues and the impact this can have in a person's life.

**Key tasks:**

- Provide emotional support and actively listen to individuals with mental health conditions through 1:1 support sessions, empowering them to make positive change.
- Build rapport and establish a professional relationship with clients, adhering to BACP guidelines throughout.
- Assist individuals in developing and maintaining coping strategies to manage their symptoms and overcome barriers to engaging with support.
- Act as a community navigator for clients to signpost them to relevant services as appropriate.
- Deal with telephone enquiries, supporting individuals on the phone, assessing their needs and signposting them to the correct service (internal or external).
- Work with the Service Coordinator to ensure consistent and quality service delivery and promote services as needed.
- Maintain records of attendance figures and notes of activity on our CRM (Charity Log) to ensure we evaluate all aspects of community involvement.
- Provide timely and accurate data on activity and outcomes (using the Recovery Star), and attendance levels to the Service Coordinator to facilitate the production of monitoring reports.
- Review regularly, with the Service Coordinator, colleagues and other partners, the work being undertaken to ensure that this effectively and efficiently meets the needs of the service users.
- Be aware of the Smile services directory to highlight other current service providers, locally, so that clients can be effectively signposted and supported in moving on to other beneficial services.
- Demonstrate excellent organisation and communication skills, when supporting people and other colleagues.

- Share information required ensuring that the individual clients are protected/supported in line with agreed North Staffs Mind policies and procedures and GDPR.
- Ensure that clients and staff work in a safe and appropriate way within the service, maintaining appropriate boundaries always including confidentiality.
- Follow safeguarding procedures at all times and ensure the relevant support/referral pathways are actioned for the client.
- Be self-supporting with regard to administrative systems and record keeping.
- Appropriately manage any concerns raised by a service user, to ensure the clients are supported adequately.
- Be responsible for one's own safety and well-being, as well as that of service users and other staff – following health and safety and lobe working procedures on site.
- Work as an integrated part of a team to ensure the smooth running of Cheshire Mind services.
- Work flexibly to allow us to offer the best service possible to clients - this may involve working at least one evening per week.
- Adhere to North Staffs (and Cheshire) Mind policies and procedures, including confidentiality and safeguarding, and other relevant policies.
- Attend training and team meetings, as requested by line manager or the organisation.
- Undertake your own clinical supervision of 1.5 minimum hours per month.
- Work in line with the *BACP Ethical Framework for Good Practice in Counselling and Psychotherapy 2018*. Details can be found [here](#)
- Carry out other relevant and appropriate duties as requested by the Service Coordinator or Head of Services to ensure the efficient operation of the service.

**This job description is an outline and may be subject to development and refinement in negotiation with the postholder.**

## Person specification

**An enhanced DBS check is required for this role.**

<b>Skills and Qualities</b>	<b>Essential/ Desirable</b>	<b>Demonstrated by</b>
Experience of working with vulnerable adults in a supportive role	Essential	Application and Interview
The ability to establish and maintain effective and professional relationships with a wide range of clients from diverse backgrounds	Essential	Interview
An understanding of mental health issues	Essential	Interview
An understanding of Adult Safeguarding Procedures	Essential	Interview
Experience of facilitating group work	Desirable	Application and Interview
Good knowledge and usability of computers and remote platforms	Essential	Application and Interview
A flexible attitude to work	Essential	Interview
Able to use own initiative and to manage multiple groups	Essential	Application and Interview
Efficient administrative and paperwork skills	Essential	Application and Interview
Experience of working in a multi-disciplinary team	Desirable	Application and Interview