

Job Title:	Mental Health Support Worker
Reports to (job title):	Manager Mental Health & Wellbeing Service
Line Manager:	Mike Sexton

1. Purpose of Job

Under the supervision of the Manager (or Senior Staff), to work as part of the Wellbeing Service in Bath and North East Somerset delivering a short-term Mental Health and Wellbeing Service offering practical and social support to promote wellbeing and recovery from mental health problems. To undertake the role of Mental Health Support Worker representing the Mental Health & Wellbeing Service and to support people to access roles, relationships, activities, and facilities within the community, which promotes independence, choice, and social inclusion.

Base Location - Unit 7, The office Village, Roman Way, Bath Business Park, Peasedown St John, Bath and North East Somerset, BA2 8SG

The Post Holder responsibilities:

- To act as a Mental Health Support Worker supporting a caseload of people who access the Mental Health & Wellbeing Service with the aim of developing appropriate and trusting working relationships that maximises engagement with mental health and related services.
- In collaboration with the people who access the service, devise, and develop a support plan ensuring the plan and the work undertaken is kept under regular review and outcome focussed with a view to discharging people and moving people on to other meaningful activities.
- The post holder will be expected to work a high percentage of their working day carrying out appointments in the community on a one-to-one basis throughout Bath and North East Somerset.
- To report any adult safeguarding concerns to your line manager and reporting these on our incident reporting system.
- To assist in ensuring effective internal and external working relationships are established and maintained with organisations and agencies relevant to the service.
- To identify the early signs of relapse by monitoring people's progress and taking the appropriate action to support them.
- To provide practical assistance to service users in various aspects of home management and independent living, including finance and budgeting, maintaining tenancies and health and safety.

- To provide support and assist people who use the service in developing and maintaining relationships.
- To support people to access services which meet their physical & mental health, social, cultural, creative, recreational, employment and spiritual needs.
- To maintain accurate digital records, prepare reports when required and to attend and contribute to all relevant meetings related to the care and support of people who access the service.
- To participate in the organising and delivery of mental health promotion activities to improve mental health literacy and understanding and reduce stigma and discrimination within the community.

Service Delivery

- Promote the Mental Health and Wellbeing Service to professionals and the public.
- Use appropriate media channels to promote the Mental Health and Wellbeing Service to the public, to wider internal colleagues working for HCRG Care Group, to health professionals working in primary, secondary care and to third sector organisations.
- To ensure that people who access and accept the Mental Health and Wellbeing Service successfully uptake a goal focussed plan of their choice.
- Comply with the data protection policy to ensure that the process and storage of personal data is lawful and transparent.
- Be involved in the development of new mental health related projects.
- Build / strengthen relationships with partner organisations to improve the delivery of mental health and wellbeing across the system.
- To ensure that all mental health and wellbeing resources are appropriate and accessible to the public and to health professionals.
- Work within the policies of HCRG Care Group.

Education & Training

- Through supervision and appraisals develop your personal development plan to identify goals for continued learning.
- Complete all mandatory training in accordance with set timescales.
- To complete relevant mental health training.

The above list is not exhaustive, and the post holder will be required to undertake any other task reasonably expected or requested by his or her line manager.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers, and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there is only three, but because they are unique to who we are. We care, we think, and we do.

Care

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures

- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to always observe strict fire and security precautions.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying mental health and wellbeing needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our Service Users.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential criteria

Hold a full clean driving licence and access to a vehicle, to travel to and from work and to other work destinations within BANES as required.

Qualifications: NVQ Level 2/3 or equivalent in Mental Health / Wellbeing / Adult Health & Social Care / Customer Service or other transferable qualification.

Relevant Experience:

- At least 1-2 years' experience in Mental Health support or other transferrable experience
- Experience of partnership working
- Competent with using IT systems such as Microsoft office applications (Outlook, word, excel) and smart phones
- Experience of motivating and supporting others

Skills & Attributes:

- Ability to work in a team environment
- Ability to use initiative and to prioritise a complex workload
- Excellent listening skills to support the people who access our services
- Ability to communicate effectively both verbally and electronically
- Honesty and integrity
- Ability to work to deadlines
- Ability to pay attention to detail
- Excellent interpersonal skills
- Ability to be adaptable
- Ability to tackle and resolve problems

Knowledge:

- A demonstrable understanding of Mental Health and how it affects people and their friends and families
- A demonstrable understanding of working in a community setting

Employee signature

Manager signature
