

JOB DESCRIPTION
(To be read in conjunction with Person Specification)

Oakwood Hall

POST:	Mental Health Support Worker
SALARY:	AFC Band 3 plus 10% unsocial hours
ACCOUNTABLE TO:	Service Manager
ORGANISATIONAL EXPECTATIONS:	
<p>Community Links aims to provide a high quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Community Links is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.</p> <p>The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Community Links at all times.</p>	
OUTLINE OF POST:	
<p>To provide a flexible, supportive and responsive service to people who have a significant history of mental ill health and distress, and who have complex needs, not easily met by existing services. The aim of our service is to support residents in achieving a level of stability, which allows them to access, and use other services, gaining increasing independence in the future. This will be achieved by providing a range of emotional, social and practical support in association with other agencies.</p>	
MAIN TASKS:	
1.	To develop positive, enabling and collaborative relationships with service users.
2.	To act as keyworker and/or support team member for a small caseload of service users in accordance with the service standards.
3.	To maintain a culture that meets residents needs by working in a manner that is tolerant and understanding of difference, difficulties and behaviour.
4.	To maintain effective, timely communication with the shift co-ordinator.



5.	To actively and openly take part in team meetings and attend external meetings as required.
6.	To carry out general housekeeping tasks and duties including cleaning, cooking to support a therapeutic and hygienic environment in line with guidelines, policies and procedures.
7.	Work closely with service users to maximise opportunities for involvement and participation in social and therapeutic activities.
8.	Keep records of petty cash.
9.	To ensure that client records and other information systems are completed accurately and within agreed timescales.
10.	To ensure that support undertaken is meaningful, respectful, promotes self-determination and is in line with the individual support plan.
11.	To adhere to organisational policies and procedures relating to risk and personal safety.
12.	To contribute to the achievement of annually set individual and team targets.
13.	To participate in regular supervision.
14.	To represent Community Links in a knowledgeable and professional manner at all times.
15.	To maintain appropriate professional boundaries at all times.
16.	To identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
17.	To partake in Community Links Personal Development Review system.
18.	Any other duties commensurate with the grade and level of responsibility of this post.
	Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Community Links.



PERSON SPECIFICATION

Oakwood Hall Mental Health Support Worker

The person specification should be read in with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential {insert ✓ where appropriate}	Desirable {insert ✓ where appropriate}	Identified by: A = application form I = interview E – exercise
Demonstrate a commitment and enthusiasm for working with our client group	✓		A, I
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A, I, E
Demonstrate a commitment to enabling and empowering clients to become actively involved in Community Links	✓		A, I, E
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Knowledge & Skills	Essential	Desirable	
Good verbal, written and numeracy skills sufficient to be able to make accurate written records	✓		A, I
Good technical literacy of Microsoft Applications e.g. Word, Excel, and Access etc.	✓		A, I
Good interpersonal skills including listening and display empathy	✓		A, E
Creative, flexible and imaginative approach to working with people with mental health problems	✓		I, E

Ability to work collaboratively and positively with clients, carers and other service providers	✓		I, E
Understanding of the CPA system and interagency working		✓	A, I
Knowledge and understanding of the welfare benefits system		✓	A, I
Knowledge and understanding of Mental Health issues and interventions		✓	A, I, E
Have access to a car for work purposes and hold a full current UK driving licence		✓	A
Language skills e.g. Urdu, Polish, BSL, etc.		✓	A
Experience	Essential	Desirable	
Experience of mental health either as service user, carer, worker or volunteer		✓	A, I

