

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

**Mental Health Support Worker
(Maltings Close)**

POST:	Mental Health Support Worker
SALARY:	NJC 7 - 11 per annum plus sleep-in allowance
ACCOUNTABLE TO:	Deputy Manager / Service Manager

ORGANISATIONAL EXPECTATIONS:

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.

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.

OUTLINE OF POST:

To provide a flexible, supportive and responsive service to people with mental health problems who require longer term support.

To undertake a range of therapeutic, social and practical tasks and to ensure clients receive a pro-active service that respects their individuality and encourages self-determination.

MAIN TASKS:

1. To develop positive, enabling and collaborative relationships with clients.
2. To take on the role of Key worker and/or Associate worker, to develop support plans with clients, co-ordinate support and monitor mental health.
3. To support clients to access suitable housing, benefit entitlements and primary health care.
4. To liaise efficiently and effectively with all services appropriate to the client's support and build positive working relationships with them.
5. To support clients with medication, this will involve both administering

medication and supporting the self-medicating process. To complete weekly drug audits as required.

6. To ensure that support undertaken is meaningful, respectful, promotes self-determination and is in line with the individuals support plan.
7. To carry out general housekeeping tasks and duties, including cleaning, gardening, domestic tasks and clerical tasks in keeping with the therapeutic nature of the service.
8. To take telephone referrals, assess potential clients and deal with general enquiries to the service.
9. To ensure that all data collection and clerical work is completed on time and to a good standard to enable accurate monitoring of the service in line with commissioning requirements.
10. To deal with petty cash and rent collection.
11. To actively participate in team meetings and attend other external meetings as advised by the manager.
12. To participate in a 24-hour rota system, including weekends, bank holiday and sleep-in duties.
13. To support the Management team and other workers in ensuring the aims and objectives of the scheme are achieved to a high standard.
14. To work in accordance and keep up to date with all Community Links and hostel policies, guidelines procedures and practices, and to partake in their development and review.
15. To adhere to organisational policies and procedures relating to risk and personal safety. To assess levels of risk and agree risk management plan in line with the philosophy and policies.
16. To contribute to the achievement of annually set individual and team targets.
17. To represent Community Links in a knowledgeable and professional manner at-all-times.
18. To ensure that client records and other information systems are completed accurately and within agreed timescales.
19. To participate in regular reflective supervision.
20. To maintain appropriate professional boundaries at-all-times.
21. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.

22. Partake in Community Links Personal Development Review system.

23. To assist in the induction and training of new workers and students.

24. To carry out other tasks and responsibilities of a similar nature as determined from time to time by the manager in relation to the smooth running of the service.

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which Community Links operates.

Please note this job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible approach to the tasks, which may be varied from time to time following discussion with line management. Any variations will be subject to the operational requirements and will be in keeping with the general profile of the post.

Person Specification

Mental Health Support Worker (Maltings Close)

The person specification should be read in conjunctions 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	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A,I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
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
Demonstrate the ability to undertake work with high degree of accuracy and strong attention to detail	✓		A, I, E
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
Understand and be able to work within a	✓		A, I, E

framework of positive risk taking			
Ability to adapt and react proactively to changing situations by demonstrating flexibility in your approach to work.	✓		I, E
Ability to work collaboratively and positively with clients, carers and other service providers	✓		A, I, E
Language skills e.g. Urdu, Polish, BSL		✓	A
Understanding of the CPA system and interagency working		✓	A, I
Knowledge and understanding of the welfare benefit system		✓	A, I
Have access to a car for work purposes and hold a full current UK driving licence.		✓	A
Experience	Essential	Desirable	
Experience of building and maintaining positive working relationships	✓		A, I
Experience of mental health as a worker, carer, volunteer or service user	✓		A, I