

JOB DESCRIPTION

Mental Health Support Coordinator

Grade: NJC Scale 12-17
Hours: 20hrs
Responsible to: Community Based Mental Health Service (Live Well Leeds) Team Leader
Employing Body: Community Links
Employment Terms: Regular evening and weekend work will be required on a rota basis.

Introduction to Role

The Community Based Mental Health Service, known as Live Well Leeds, will provide flexible and practical support to people (aged 18+) within the Leeds Metropolitan District. This service has been commissioned by Leeds City Council Adult Social Care and commenced in April 2019 for 5 years. The contract will be delivered by a Strategic Partnership (comprising Touchstone as the lead, Community Links and Leeds Mind) and a Delivery Network (comprising 16 different voluntary sector partners).

The service will be easy for diverse people to access and navigate and support everyone to improve and maintain their mental health. We will offer a seven-day service, including evenings and weekends. This may mean working days or times could change (with notice) according to community/individual wishes.

The service will offer a range of services and activities including:

- 1-2-1 case management
- Drop in
- Group work
- Information and signposting
- Gender specific activities
- Culture specific activities
- Befriending
- User lead activities
- Peer support

Service Vision

The overall aims of the service are to:

- Work co-productively with the citizens of Leeds and partners
- Focus on outcomes and recovery, keeping people well, building resilience and giving people the skills and tools, they need to self manage
- Be easy to access, understand and navigate, for all the citizens/communities of Leeds, particularly those with the poorest mental health and most at risk of escalating mental health problems.
- Deliver high quality support and interventions, gaining insight as mental health service providers to continuously improve what we do.
- Ensure that mental health and wellbeing is a top priority for Leeds, and that people understand the interplay between their mental health and physical health, and that services are better integrated
- Challenge stigma and discrimination



PURPOSE OF THE JOB

To work as part of the Live Well Leeds partnership to recognise individual service users' strengths and assets, and then provide support to maintain and improve mental health.

To assess individuals using a service wide framework and ensure that they are supported to access and benefit from the broad range of support on offer within, and external to Live Well Leeds.

Provide a flexible, supportive caring and responsive interventions to, and with, service users. This will involve working one-to-one, facilitating groups and enabling peers/volunteers to deliver group support.

To coproduce, with service users, goal-oriented support plans and review them regularly.

The service currently covers the entire Leeds Metropolitan District, with the potential to travel to and work from multiple locations of delivery.

KEY TASKS

1. To establish respectful, sensitive, professional relationships with people accessing Live Well Leeds demonstrating awareness of the issues faced, needs of the service user group and recognising the assets and strengths of individuals.
2. To work as part of a team with a large number of colleagues employed across many different organisations, to bring a new Single Point of Access to voluntary sector community mental health services to fruition, being a 'trusted assessor' within the model.
3. To have purposeful conversations with people/carers/referrers to elicit key information in an accessible way to identify and respond to need.
4. To work as part of a team delivering daily 'Welcome Cafes', open access drop-ins which act as a front door/entry point to the service.
5. To provide telephone/email duty cover to process referrals and queries, within service timescales.
6. To develop a person-centred action plan co-productively with individual service users, which builds upon strengths and identifies goals to maintain and improve mental health. Then carry out regular reviews of plans to recognise, celebrate and support progress.
7. To carry a caseload of service users and support them through one-to-one interventions, groups and/or enabling them to take part in or lead peer-led groups. To be their main contact within the service and be responsible for monitoring fluctuations in wellbeing and supporting accordingly, ensuring case recording is up to date.



8. To design and deliver structured and non-structured group interventions which protect and improve mental health. These could be targeted at specific communities of interest, neighbourhoods or universal.
9. To take on a facilitative role in enabling service users to lead activities which support their and peers' mental health.
10. To assist and empower people accessing Live Well Leeds to use mainstream and community resources to promote independence, social inclusion and recovery.
11. To ensure that service users have access to befrienders, buddies and support from other volunteers as part of their support package and enable them to volunteer and support others within the service should they wish.
12. To take a co-productive approach to service user involvement, encouraging and supporting service users to get involved in the delivery and ongoing leadership of the service.
13. To support the development of self and colleagues through attendance and contribution to regular Practice Group meetings and other learning and development forums.
14. To actively promote anti-discriminatory practice and equality of opportunities in dealing with colleagues, service users, carers, and others being mindful of protected characteristics including race, faith, age, gender, sexual orientation and physical disability.
15. To use knowledge of projected characteristics in the facilitation and planning of activities and interventions according to the interests and needs of the service users and carers.
16. To develop and maintain positive relationships and seamless partnership working within the Live Well Leeds Strategic Partnership and Delivery Network.
17. To develop and maintain strong connections with other support providers including voluntary and statutory sector in order to achieve the best possible outcomes for service users.
18. To proactively feed information and intelligence into management structures, in order that the insight you gain as a front-line deliverer of the service influences its future activities and direction.
19. To maintain service wide standards, ensuring and achieving service targets in line with agreed timescales.
20. To respect service users' right to privacy, dignity and confidentiality and comply with GDPR.
21. Maintain appropriate professional boundaries at all times, whilst working in a person-centred way.



22. To be responsible for management of files in line with Partnership Processes and Community Links policies.
23. To collate and present information for monitoring and reporting purposes, including up-to-date and accurate and timely record keeping both for individual service user's records and service monitoring.
24. To contribute to and enhance the learning of other professionals, students and volunteers around the needs faced by people accessing Live Well Leeds & empower service users to share their voice and experiences.
25. To promote self advocacy and act as advocate.
26. To promote the broad offer of service provisions to people accessing the service to ensure needs are met, with specific focus on childcare and translation/communication support.
27. To offer support to service users in difficulty/crisis and to signpost users to counselling resources and relevant support services when appropriate, recognising that Live Well Leeds is not a crisis service.
28. Take all reasonable precautions to ensure the health and safety of service users and self, understanding and following risk assessments as instructed. To maintain close links with other services in line with Safeguarding procedures and make other appropriate interventions when a service user's mental health relapses or where the level of danger to themselves or others requires escalation of support.
29. To promote coproduction within Live Well Leeds Partnership, ensuring that service users are linked.
30. To ensure that service user records and other information systems are completed accurately and within agreed timescales.

GENERAL

1. To undertake out of hours and weekend work in line with seven-day service requirements
2. To be inducted, supervised, performance monitored and appraised in line with Community Links performance management policies and procedures.
3. To be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness. Including participating in service-wide practice development groups.
4. To be responsible for promoting the work and services of Live Well Leeds, and Community Links to the public, potential service users, referrers and funders.
5. To provide general information about Community Links and its work to all those who may be interested and to stakeholders.



6. To implement the Organisation's policies, procedures and practices and, to comply with the aims of Community Links at all times; to be committed to and implement the Equal Opportunities Policy and to promote this with staff.
7. To be aware of and employ the general practices of Community Links Safeguarding and Health and Safety policies and ensure these are adhered to at all times
8. Participate in team meetings and other meetings as required.
9. To ensure information is dealt with in accordance with Community Links policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. service user data.
10. Represent Community Links in a knowledgeable and professional manner at all times.
11. To undertake any other duties as directed by your Line Manager that may reasonably fall within the scope of the post and objectives of Live Well Leeds.



PERSON SPECIFICATION – SELECTION CRITERIA

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	METHOD OF ASSESSMENT
QUALIFICATIONS		Health & Social Care Level 3 or equivalent	<ul style="list-style-type: none"> Application
SKILLS	<ul style="list-style-type: none"> Good mental health assessment skills including risk assessment and support planning. Effective case management skills. Ability to provide emotional and practical support. Excellent written and verbal communication skills. Effectively prioritise own workload, including agreeing and meeting targets/priorities. Use common IT packages e.g. databases, spreadsheets, Microsoft word and Outlook. 		<ul style="list-style-type: none"> Application Interview Test



	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	METHOD OF ASSESSMENT
EXPERIENCE	<ul style="list-style-type: none"> • Direct work experience with people experiencing mental health difficulties with positive outcomes. • Successfully working with diverse and marginalised communities. • Experience of working one to one, or community based with client group with positive outcomes. • Effectively working as part of a team. • Positively liaising and developing links with other agencies as part of a partnership approach. • Monitoring and evaluating systems including effective record keeping. • Effectively managing referrals and case load to agreed targets & timescales. 	<ul style="list-style-type: none"> • Advocacy work • Experience of running groups interventions. • Working in a new project/service. (including working with and establishing new systems) 	<ul style="list-style-type: none"> • Application • Interview • Test
KNOWLEDGE & UNDERSTANDING	<ul style="list-style-type: none"> • Knowledge of mental health issues and its effects on individuals. • Knowledge of social inclusion and co-production. • Working with statutory and voluntary sector agencies. • Change Management • Discrimination and its impact on individual wellbeing. 	<ul style="list-style-type: none"> • Mental Health Legislation • Benefits and Welfare rights. • Local Leeds Services 	<ul style="list-style-type: none"> • Application • Interview • Test



	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	METHOD OF ASSESSMENT
ATTITUDES AND DISPOSITION	<ul style="list-style-type: none"> • Commitment to the organisations aims and values • Commitment to personal development, learning and reflective practice. • Open to change in line with the needs of the service/organisation. • A commitment to working in partnership with service users, peers and volunteers • Willingness to be managed and supervised. • Willingness to work flexibly according to needs of the service. • Ability to maintain confidences (within the policy of the organisation). • Commitment to ensuring that the client group remains the primary focus of the Centre’s work. • Solution focused approach to work. • Highly motivated and resilient 		<ul style="list-style-type: none"> • Application • Interview
EQUAL OPPORTUNITIES	<ul style="list-style-type: none"> • Must be able to recognise discrimination in its many forms and be willing to put into practice organisational Equality Policies. • Must be sensitive to the needs of disadvantaged groups in the planning and delivery of services. • A commitment to provide high quality services to the diverse communities of Leeds, ensuring diverse needs are explored and responded to, ensuring tailored support. • Commitment to respecting diversity and anti-discriminatory/anti-oppressive practices • Work proactively within a diverse partnership of services. 		<ul style="list-style-type: none"> • Application • Interview

