



<b>Job title</b>	Mental Health and Wellbeing Support Worker
<b>Reports to</b>	Mental Health Service Manager
<b>Responsible for</b>	N/A
<b>Location</b>	Hybrid Working – must be able to travel to locations in and around Nottigham
<b>Hours</b>	37 per week Monday to Friday
<b>Salary</b>	£25,974.42 Scale 5

### **Purpose**

To deliver culturally sensitive, high-quality and effective mental health support services across the general needs and specialist housing population of the Association, which promote the independence, wellbeing and inclusion of clients whilst complying with policies and procedures and the principles of best practice. This post is partially funded through Comic Relief and its primary purpose is to deliver mental support services to BAME young people up to 25 years of age.

### **Disclaimer**

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise. This job description details the major aspects associated with the post. It is not intended to cover every feature of the role in detail. The responsibilities of the role may develop over time and in your day-to-day work you are expected to undertake any reasonable duty as requested by your line manager, or in their absence, a senior officer of the Association.

### **Duties and responsibilities**

- Conduct one-to-one and structured group support sessions with the Association's clients and wider communities, which cover mental health and emotional problems



and how they impact on relationships, substance misuse, homelessness and housing and problems relating to offending/anti-social behaviour.

- Conduct Mental Health Awareness sessions helping our clients to understand and talk about mental health problems, overcome stigma and shame, recognise signs and symptoms of problems, understand triggers, learn coping strategies and sign-post clients towards help and support.
- Carry out needs and risk assessments, complete support plans, provide support, and carry out reviews, in accordance with policies and procedures and the requirements of stakeholders and funders.
- Hold a caseload of clients, and provide support to them on a key work basis in their own homes, at the scheme which they are based or at an alternative venue if required.
- Provide practical and emotional support to clients to achieve the outcomes set in their support plan.
- Encourage and support clients to make full use of community facilities, play an active role in their community and take up cultural, recreational, educational and employment opportunities as required.
- Encourage and support clients to maximise their physical and mental health, through the promotion of a healthy lifestyle and liaison with health and other relevant services as required.
- Encourage and support clients to develop and maintain positive and effective relationships with their family, friends, carers and other professionals.
- Liaise promptly with colleagues, partner agencies and other stakeholders regarding safeguarding, welfare and risk concerns.
- Make links with relevant professionals and organisations as appropriate. Attend stakeholder and partnership events as required.
- Be an advocate for and achieve positive and lasting service and system change.
- Produce and present regular performance reports to the Project Steering Group and the Senior Management team as required.



- Monitor progress against key outputs, outcomes and indicators using case files and 'distance travelled' tools.
- Involve clients, families and communities in tracking achievements including feedback forms, one to one meetings and focus groups.
- Accurately input all client data onto an electronic monitoring system and ensure records are maintained to evidence key performance targets, and comply with requirements.
- Undertake administrative duties and any other reasonable requests from your line manager.
- To promote, at all levels, the service vision, values and strategic objectives.
- Work closely in partnership with the general needs and specialist housing teams to ensure an excellent service to clients is provided.

### Person Specification

Requirements	Essential
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Health and safety requirements, welfare and benefits and safeguarding relating to a mental health client group</li> <li>• Services related to mental health provided by the voluntary and statutory sector</li> <li>• Equality, diversity and inclusion within a mental health client group</li> <li>• An awareness of factors relating to mental health within the BAME community</li> <li>• Confidentiality and data protection</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Evidence of having undergone a training programme in mental health sufficient to the requirements of this post.</li> </ul>



<b>Experience required</b>	<ul style="list-style-type: none"><li>• Working within a mental health client group and promoting their recovery and independence</li><li>• Experience of working with young BAME clients</li><li>• Using support plans and risk assessments</li><li>• Person centered support to include activity based sessions</li><li>• Safeguarding vulnerable adults</li><li>• Writing reports</li></ul>
<b>Skills and aptitudes required</b>	<ul style="list-style-type: none"><li>• IT literacy including Microsoft Word, Excel and experience using data entry systems</li><li>• Communicating with clients and colleagues</li><li>• Able to empower clients to reach their potential</li></ul>
<b>Personal qualities required</b>	<ul style="list-style-type: none"><li>• Able to show empathy for clients</li><li>• Passionate about being able to make a real difference in peoples' lives</li><li>• Caring about achieving a positive outcome</li><li>• Flexible, person-centred and culturally sensitive</li></ul>

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<b>Approved by:</b>	Delores Vassell, HSH
<b>Date approved:</b>	11/05/2022