

March 2018

Dear Applicant

Bank Community Support Workers – variable hours

Thank you for your interest in the above work.

At Hull and East Yorkshire Mind we believe that everyone experiencing a mental health problem deserves both support and respect. We aim to challenge stigmas and strengthen communities. Can you help us to make this happen?

This work is across the East Riding area delivering personalised, one to one mental health support to individuals who are eligible for a personal budget and have chosen us as their support provider. Individuals with a personal budget can also choose **how** they want to be supported so you will work with them to meet their own support plan. Examples of the ways in which we currently work with people in this framework include:

- support to get into a good daily routine, eg motivation/encouragement to get up, get out and start their day,
- help with food shopping and planning/preparation of meals
- help with planning their day and week
- Motivate/encourage them to keep their house clean, wash clothes, etc.
- support to engage in the community they live in which may just be going out for a coffee or visiting a garden centre
- accompany them to appointments
- encouraging them to engage in social activities, pursue a hobby, go out for walks, etc.
- supporting them to access volunteering and learning

You will need to be flexible and have the ability manage your own diary, but will receive frequent supervision with your supervisor and additional regular peer support sessions with colleagues.

The work will require you to draw on your previous mental health experience to facilitate one to one support sessions. Hull and East Yorkshire Mind utilises the Recovery Star and you will be required to use this to ensure support plans are met and reviewed on a regular basis.

There is variety within this work and an opportunity for the right person to grow and develop. You will need passion, empathy and resilience. We are looking for someone who is driven and committed to making a difference;

Yours faithfully

Will Adam
Operations Manager

JOB DESCRIPTION

JOB TITLE: Bank Community Support Worker

LOCATION: Main office base will be as stated in employment contract. The post holder will also be required to work at various other sites and travel within the Hull and East Riding area.

SALARY: £8 per hour

HOURS: The post holder is required to work flexibly to meet the needs of our clients and the organisation which may include evenings, weekends or public holidays.

REPORTS TO: Team Leader

OVERALL PURPOSE OF THE JOB

Provide support for individuals receiving Personal Budgets who are living in their own accommodation. The role involves community based work and personalised support for people with mental health conditions.

ROLE RESPONSIBILITIES

- Ensure our framework for good care which includes Relationships, Environment, Activity, Compassion and Hope, called 'REACH' is adhered to at all times.
- Support user-led and community-led activities with people who use our services promoting wellbeing advice, social, leisure and educational activities.
- Work within the parameters of a pre agreed Care and Support plan incorporating a strengths based recovery model.
- Work in collaboration with Community Mental Health and Care Management teams regarding individual Care and Support plans.
- Provide information and advice in accordance with agreed guidelines to clients, members of the public and personnel from other agencies according to agreed protocols.
- Adhere to pre written risk assessments ensuring one's personal safety.
- Plan your diary to optimise the delivery of support and activities.
- Build trusting and supportive relationships with the people who use our services.
- Encourage feedback from the people who use our services.
- Maintain positive relationships with clients to encourage acceptable behaviour.
- Raise concerns for client safety and work with colleagues to devise plans to intervene to protect people from harm.
- Work with colleagues to ensure consistent support is provided to all clients.
- Maintain accurate and up to date client records through our management system as directed.
- Undertake basic administrative duties relating to referrals, record-keeping and monitoring.

- Manage your own workload, reporting any contentious issues to your Line Manager.
- Complete reports to your manager detailing activities taking place during your support sessions if required.
- Assist colleagues to provide peer support to students and volunteers.

COMPETENCIES

Organisational Awareness means understanding and being sensitive to organisational dynamics, culture and politics across and beyond the charity and shaping our approach accordingly to maintain and increase our profile and balance client needs with different demands

Indicators of effective performance (level 1):

- Understands the structure and objectives of the charity
- Understands how own role and work contributes to team and organisational objectives
- Is sensitive to the culture of the charity and uses it to work effectively
- Treats the charity's information as sensitive and confidential

Planning and Organising means thinking ahead, managing time priorities and risk and developing structured, efficient, approaches to meet deadlines and deliver a high standard of work to enable us to win contracts and achieve our objectives

Indicators of effective performance (level 1):

- Plans and prioritises own workload to meet agreed deadlines
- Identifies obstacles to work delivery and advises colleagues or manager in good time
- Checks work for accuracy to ensure it is delivered to a high standard the first time
- Follows work through to completion

Communicating and Managing Relationships means presenting information clearly, working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals and representing the organisation positively to enable effective delivery of our objectives

Indicators of effective performance (level 2):

- Communicates openly and inclusively with internal and external stakeholders
- Clearly articulates the key points of a discussion
- Develops new professional relationships
- Creates an environment where others feel respected
- Identifies opportunities for joint working to minimise duplication

Responding to Pressure and Change means being flexible and able to adapt positively to sustain performance when situations change, workload increases or priorities shift to ensure we continue to meet the needs and expectations of our customers

Indicators of effective performance (level 1):

- Stays calm in pressurised and demanding situations
- Responds flexibly to changing circumstances
- Recognises when unable to cope and asks others for help Demonstrates openness to changing work priorities and deadlines
- Maintains personal wellbeing and achieves a balance between work and home life

Decision Making and Problem Solving means forming sound, evidence based judgements, assessing risks to service delivery, taking accountability and interpreting diverse viewpoints to find workable and timely solutions in order to understand our challenges and respond effectively

Indicators of effective performance (level 2):

- Takes decisions, without unnecessarily referring to others, based on the information available
- Discusses decisions with internal and external stakeholders that may impact on them
Initiates action to move a situation forward, identifying potential barriers
- Processes and collects diverse information, seeks others' opinions and uses resources to fully understand a problem

Client Focus means consulting with, listening to and understanding the needs of people who use our services and using this knowledge to shape what we do and how we manage expectations

Indicators of effective performance (level 4):

- Builds the charity's reputation as an organisation committed to meeting the diverse needs of people who use our services
- Support people through diverse, complex, sensitive and ethically challenging issues
- Offer appropriate interventions when supporting people experiencing distress or harmful behaviours, in line with organisational procedures
- Builds confidence in staff, partners and people who use our services by ensuring the charity delivers quality work

NOTES

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

In addition to the contents of this job description employees are expected to undertake any and all reasonable tasks allocated and identified by line management as being necessary for the proper performance of your role within the organisation and the overall business objectives of the organisation.

Person Specification

It is essential that, in the key shortlisting criteria of your application form, you give evidence or examples of your proven experience for all of the shortlist criteria marked essential along with any desirable criteria which you meet.

You should expect that all criteria will be assessed as part of either or both of the shortlisting and interview processes.

Job Title:	Bank Community Support Worker	Created:	March 2018
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Area	Criteria	Essen- tial	Desir- able
Key knowledge	Of common mental health and social issues	✓	
	Basic knowledge of how to intervene effectively to support people who use our services	✓	
	Of local and national support services		✓
	Of common barriers to living independently		✓
	Knowledge and understanding of community development		✓

	Of Health & Safety, risk management, lone working and personal safety		✓
	Of specialist areas, eg personal budgets, direct payments, domestic violence		✓
Relevant experience	Proven experience of working well on own initiative and as part of a team	✓	
	Of working in the field of mental health to support adults		✓
	Of working in peoples own homes and delivering support through personal budgets		✓
	Of supporting social, leisure and personal development opportunities for people		✓
	Of providing an immediate response to emergencies		✓
Key competencies	Organisational Awareness – Level 1 Knowledge of Hull and East Yorkshire Mind		✓
	Planning and Organising – Level 1 Able to plan and prioritise own workload to ensure client needs are met	✓	
	Communicating and Managing Relationships – Level 2 Ability to develop good working relationships with our clients where they feel respected.	✓	
	Highly developed written and verbal communication which is tailored to the needs of the target audience	✓	
	Responding to Pressure and Change – Level 2 Demonstrates resilience when faced with emotionally charged issues and stays calm if under pressure	✓	
	Responds flexibly and positively to changing needs	✓	
	Decision Making and Problem Solving – Level 2 Able to make decisions without unnecessarily referring to others, based on the information available	✓	
	Demonstrable ability to apply practical problem solving and common sense to a variety of problems	✓	
	Client Focus – Level 4 Able to support the diverse needs of the people who use our services and offer appropriate interventions when necessary	✓	
	Has a non-judgmental approach with the ability to demonstrate compassion and empathy whilst working within professional boundaries with the people who use our services.	✓	
Evidence of the ability to motivate people to meet their personal goals and lead a more fulfilling life	✓		
Additional requirements	Possession of a full current driving license with use of a motor vehicle for work purposes and prepared to travel across the region.	✓	
	Enthusiastic with a high degree of personal motivation	✓	
	Ability to work flexibly, hours of work may be between 8am until 8pm Monday to Friday with weekend and bank holiday working	✓	
	Competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	
	Have, or be working towards an NVQ/BTEC Level 2/GCSEs in a relevant discipline or similar qualification, eg health and social care, information, advice and guidance, or have relevant experience		✓