

February 2019

Dear Applicant

**East Riding Development Worker - 30 hours per week (2 Posts)**

Thank you for your interest in the above post.

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?

Working across the East Riding, predominantly in Beverley, Hornsea, Pocklington and Market Weighton, Bridlington, Driffield, Goole and Haltemprice you will cover a varied and diverse role. (Please specify any preference of areas of work on your application form) This will consist of multi-agency working and networking to ensure the remit of our service delivery is known. You will assess individuals face to face who are experiencing poor mental wellbeing as an early intervention and provide an empowering, supportive environment. In this work you will need to identify what support will be most meaningful for the individual, which may include appropriate onward signposting. As an organisation we work within a Recovery model and goal setting will be required to identify a supportive framework to provide structured support. You will be required to deliver courses, workshops and peer support groups to provide information, strategies along with reducing social isolation. You may also be required to work one to one in a time limited focussed remit to include online cbt and reading well frameworks. Triaging new referrals and generating referrals local is also a responsibility of this role.

You will need to have excellent problem solving skills and be flexible during one to one appointments and around individual needs. You will be required to manage your own workloads and provide data reporting to evidence your practice. This requires you to have well developed organisational skills to work independently within the projects framework. Monthly reporting to the team leader to demonstrate how the project is being delivered and evaluated along with identifying next steps will be required.

You will receive frequent one to one supervision sessions along with appropriate training.

This is an opportunity to combine wider work based skills through promoting mental health and the work done by Hull and East Yorkshire Mind.

Yours faithfully

**Jo Sherriff**  
Team Leader

# JOB DESCRIPTION

<b>JOB TITLE:</b> East Riding Development Worker
<b>LOCATION:</b> The post holder will be required to work at various sites and travel within the East Riding area.
<b>PRIMARY SERVICE AREA:</b> Working with people who access our services
<b>SALARY RANGE:</b> £18,831 per annum (for 37 hours)
<b>HOURS:</b> The post holder is required to work their contracted hours flexibly to meet the needs of our clients and the organisation which may include evenings, weekends or public holidays.
<b>REPORTS TO:</b> Team Leader/Operations Manager
<b>OVERALL PURPOSE OF THE JOB</b> <ol style="list-style-type: none"><li>To support people to:<ul style="list-style-type: none"><li>improve or maintain their mental health and wellbeing</li><li>overcome barriers and maximise their independence in the community</li></ul></li><li>To develop and strengthen communities to meet the needs of the people who reside in the locality.</li></ol>
<b>ROLE RESPONSIBILITIES</b> <ul style="list-style-type: none"><li>Ensure our framework for good care which includes Relationships, Environment, Activity, Compassion and Hope, called 'REACH' is adhered to at all times</li><li>Provide support, guidance and information to clients to ensure their support plans and interventions are delivered in accordance with agreed, and regularly reviewed, goals.</li><li>Provide targeted support to clients to support the recovery agenda and maintain mental wellbeing; this will generally be carried out in the community.</li><li>Use the Recovery Star model and other tools to monitor client progress against agreed action plans</li><li>Manage own caseloads, delivery of groups, courses, workshops and community work across a range of services, locations and contracts</li><li>Organise and lead user-led, community-led activities and structured support groups to provide social, leisure and personal development opportunities</li><li>Provide guided self-help, reading well, stress control, cCBT and other low-level interventions</li><li>Ensure client safety and devise plans to intervene to protect people from harm, including suicidal intentions/thoughts/plans etc...</li><li>Encourage feedback from the people who use our services – using exit interviews and project specific feedback</li><li>Network and engage with external providers for health and wellbeing advice, social, leisure and educational activities – encourage new referrals as a result of this networking</li><li>Plan and prioritise your diary to optimise the delivery of support and activities</li><li>Build trusting and supportive relationships with the people who use our services and</li></ul>

external agencies/partners

- Maintain positive relationships with clients to encourage acceptable behaviour; this will include challenging inappropriate language and behaviours to keep everyone safe and uphold the charities position
- Maintain accurate and up to date client records through our management system – independent reporting will be required
- Provide information and advice in accordance with agreed parameters to clients, members of the public and personnel from other agencies according to agreed protocols
- Produce monthly reports to demonstrate practice and explore next steps as part of reflective practice

## 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:

- Challenges unethical behaviour
- Uses understanding of the charity's partnership arrangements to deliver effectively
- Is aware of changing client needs and works flexibly to reflect these changes
- Follows the charity's position in the media and understands how it impacts on work

**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:

- Prioritises work in line with key team and project deliverables
- Demonstrates flexibility by making contingency plans to account for potential changes to priorities or deadlines
- Supports the team/project to ensure work is delivered to a high standard  
Negotiates realistic timescales for work which do not negatively impact on project deliverables

**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:

- 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:**

- Maintains a focus on key priorities and deliverables, staying resilient under pressure
- Anticipates and adapts flexibly to changing requirements
- Uses challenges as an opportunity to learn and improve
- Participates fully and encourages others to engage in change initiatives
- Actively promotes the teams' wellbeing, supporting them to cope with pressure and change

**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:**

- 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 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:**

- 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

When we shortlist applications we do so based on the information you tell us. Try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.

Job Title: East Riding Development Worker		Created: Jan 2019	
Area	Criteria	Essential	Desirable
Key knowledge	Of mental health and social issues and strategies to resolve them	✓	
	Of common barriers to living independently and feeling excluded	✓	
	Of recovery based support and short-term interventions	✓	
	Of local and national support services		✓
Relevant experience	Of recently working in the field of supporting vulnerable people with a wide range of mental health conditions	✓	
	Of organising developing and delivering support groups and development courses	✓	
	Of developing, using support plans and managing own caseload	✓	
	Of self-directed recording within a data management and information system, producing monthly reports to evidence practice and outcomes.	✓	
	Of self-directed community networking within the locality you are responsible for which included generating own referrals and sharing information at promotional events	✓	
	Triaging referrals to identify the appropriateness of the support within the remit of the projects you delivered		✓
	Considerable experience of working in the field of mental health		✓
Key competencies	<b>Organisational Awareness – Level 2</b> Knowledge of Hull and East Yorkshire Mind		✓
	<b>Planning and Organising – Level 2</b> Able to plan and prioritise own workload, as well as working as part of a team, to ensure both the clients' needs and the project outcomes are met	✓	
	<b>Communicating and Managing Relationships – Level 2</b> Ability to communicate effectively with both internal and external stakeholders of the organisation	✓	
	Highly developed written and verbal communication which is tailored to the needs of the target audience	✓	
	<b>Responding to Pressure and Change – Level 2</b> Demonstrates resilience when under pressure, faced with emotionally charged issues	✓	
	Ability to anticipate changing needs and respond positively	✓	
	<b>Decision Making and Problem Solving – Level 2</b> Able to make sound decisions by processing and collating information from a variety of sources	✓	
	<b>Client Focus – Level 4</b> Able to develop support plans, with a focus on positive outcomes for the people who use our services	✓	
	Able to support the diverse needs of the people who use our services and offer appropriate interventions when necessary	✓	
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	✓	
	Commitment to undertake and Adult Teach qualification within 6 months of commencing the role	✓	

# Overview of Hull and East Yorkshire Mind

Founded in 1976, we are a well-established voluntary sector organisation with over 40 years of experience delivering services predominantly in the East Riding of Yorkshire and Hull, and more recently in North East Lincolnshire, with some training courses delivered nationally.

Our mission is to meet the needs of people with, or at risk of, poor mental health. In delivering our mission we create positive change in communities and individuals. For the individuals we work with these include improved mental health, increased independence, reduced need for primary and secondary care, a clearer sense of purpose with ambitions for the future, increased self-confidence and a stronger voice for people who are mentally ill that is heard.

We currently deliver a portfolio of services which include:

- Early intervention and prevention work (training, skills, resilience) with individuals, employers, communities and schools.
- Support services including housing, residential therapeutic communities, talking therapies, one to one support and peer support.
- Move on services such as employability, vocational support and independent living skills.

For those engaging with our recovery services we measure change through a three step process:

1. Changes in wellbeing over time through the use of an evidence based tool (WEMWBS or Recovery Star)
2. Agreeing with each person using our recovery services a clearly defined goal
3. At the end of their time with us we work with the individual to assess how successful we have been at helping them achieve that goal and the impact their changed wellbeing and achieved goal has had on their lives.

We benefit from high and increasing levels of public support and recognition. One of our four strategic aims is to change opinions with a specific focus on influencing public policy, ensuring the voice of people using services is heard and general education and awareness is raised.

We have a flexible and motivated workforce of over 90 staff, with 100 active volunteers and a number of social work students on placement. We are governed by a strong Board of Trustees with a wide range of experience.

# Our Model of Mental Health Care (REACH)

At Hull and East Yorkshire Mind we believe it's important to understand what good mental health care looks like. This is more than just understanding the services we deliver, it's about the important elements common across all of our work that help us to understand why we work in the way that we do.

Different organisations have different priorities. We have defined ours using a simple framework that includes Relationships, Environment, Activity, Compassion and Hope. We call this REACH.

## Relationships

Trusting, caring relationships are a core foundation of our mental wellbeing. To believe we are cared about we need to feel a human connection. Too often public services focus on maintaining artificial boundaries between those delivering and receiving services to the detriment of both sides. We use some common sense with our professional boundaries; if somebody wants a hug we give them one and if somebody wants to hear about our holidays we share what's appropriate. We expect our team to genuinely care for the people they are working with and, if that's not possible, conversations to be had early on about where the problem lies.

## Environment

For those visiting our offices and community groups through to people living in our housing, a poor environment encourages poor mental health. If people feel safe, secure and valued they are much more likely to stay well and recover faster. We need to make sure the physical spaces and 'atmosphere' are welcoming. Where possible we need shared spaces and avoid cutting ourselves off in the 'staff offices'. We expect everybody working in our housing to be conscious that these are peoples' homes we are working in and be conscious of how our behaviour impacts on the environment.

## Activity

We know that physical activity is vital to our health and wellbeing and that this is often overlooked when considering mental health care. We also know that activity includes many forms of occupation and how important having a role in society is for most of us. Without it we too easily lose our sense of self and worth and any intervention that doesn't address this vital area will always be temporary. All of our services will encourage paid work where possible, voluntary work where not and mainstream learning where appropriate. Our groups, information line and activities will promote physical exercise and the benefits this bring to mental health.

## Compassion

Sometimes we're just too hard on ourselves. We see media portrayals of what 'normal' is supposed to be and beat ourselves up because we don't think we meet the standard. We need to get much better at showing compassion, not just to others around us, but also to ourselves. Sometimes it's OK to be different. People using our services come with all sorts of stories and histories. We want our compassionate approach to run through everything we do, from how we answer the phones to replying to emails and one-to-one interactions. To work at Mind, whatever job you are doing, you have to be able to show you care for the people we are here for.

# Summary of Terms and Conditions

## 1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

## 2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind.

## 3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

## 4. Pay

No automatic annual increments are payable except for any cost of living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

## 5. Annual Holidays and Holiday Pay

The normal annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

## 6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties for Mind, will receive Statutory Sick Pay only in their probationary period and up to four weeks full Company Sick Pay in a 12 month period thereafter.

## 7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Friend's Life. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

## 8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

## 9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.