

September 2020

Dear Applicant

**Mental Health Response Worker – 18 hours per week  
(fixed term contract to 31 March 2021 with potential to extend)**

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?

This is an exciting opportunity to join our team supporting Humber Mental Health Trust with calls to their Single Point of Access line.

You will provide telephone support to people who have routine emotional needs and/or require advice and signposting, eg to IAPT. Some callers may be in crisis but a significant volume will just require emotional support.

You will be based within the Mental Health Response Service at Miranda House and take calls as they come in. The shifts covered by our staff are 8am to 5pm and 2pm to 8pm and the service operates 7 days a week including bank holidays. The usual hours of work for this post holder will be 8am to 5pm on a Friday and Sunday.

This is a very varied role: every day and each call will be different and the level of support provided will be tailored to the caller's needs. You should therefore be resilient and able to adapt and respond quickly when dealing with what may be emotionally charged situations. We need a people person who is comfortable giving support to anyone over the phone whether they are in crisis or just need to hear a friendly voice.

You will have previous experience in a mental health related role, be a motivated and conscientious individual with relevant experience of working in a role that required you to be assertive, practically minded, compassionate and empathetic.

**Closing date is 21<sup>st</sup> September 2020.**

Yours faithfully

**Jo Sherriff**  
Service Manager

# JOB DESCRIPTION

**JOB TITLE:** Mental Health Response Worker

**LOCATION:** The post holder will be based at Miranda House in Hull within the Mental Health Response Service (MHRS). You may occasionally be required to work at various sites and travel within the Hull and East Riding area.

**SALARY:** £19,019 per annum (for 37 hours)

**HOURS:** The post holder is required to work their contracted hours flexibly to meet the needs of the service which will include evenings, weekends, and all public holidays on a shift rota.

**REPORTS TO:** Service Manager

## OVERALL PURPOSE OF THE JOB

- Provide emotional support, advice and signpost
- Manage and triage the calls within the established pathways of the Mental Health Response Service (MHRS)

## ROLE RESPONSIBILITIES

1. Provide advice, guidance and telephone support for people with mental health needs
2. Sign post callers to local services for follow-up support
3. Where an IAPT intervention is identified working with Clinicians within the MHRS onward referral pathways will be followed
4. Take referral's for non-urgent (routine secondary MH need) utilising agreed referral form with enough detail to allocate to an assessment as required
5. Should a crisis, emergency/urgent needs be identified the call is to be transferred to MHRS staff member as per the services standard operating procedure
6. Support in the provision of monthly reports. Data recording throughout shifts
7. Routine or crisis calls identified by MHRS staff that require a call back or deemed appropriate for Mind to support will be actioned
8. Undertake training and record all information on Humber Foundation Trust (HFT) Lorenzo system.
9. Understand and comply with organisational and statutory requirements for confidentiality and data protections. Both as a Mind employee and with the HFT
10. Ensure callers in mental health crisis receive a swift, compassionate and appropriate response. This includes signposting to the appropriate individual/agency for crisis support.

## 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

Please 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.

<b>Job Title:</b>	<b>Mental Health Response Worker</b>	<b>Revised</b>	<b>May 2020</b>
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Area	Criteria	Essential	Desir-able
Key knowledge/ Understanding	Good understanding of mental health signs and symptoms	✓	
	Good understanding of strategies to help people manage a mental health crisis	✓	
	Knowledge of local and national support services	✓	
	Understanding of mental health law and legislation		✓
Relevant experience	Of handling a wide variety of calls/interactions from members of the public and professionals to co-ordinate the most effective response	✓	
	Of working with people with a wide range of mental health problems	✓	
	Of managing a variety of administrative tasks and methods of communication	✓	
	Of working with people in crisis and providing an immediate response to emergencies		✓
	Of working in a mental health related setting		✓
Key competencies	Knowledge of Hull and East Yorkshire Mind		✓
	Highly developed written and verbal communication	✓	
	Demonstrates resilience when under pressure or faced with emotionally charged issues	✓	
	Ability to anticipate changing needs and respond positively	✓	
	Able to make sound decisions by processing and collating information from a variety of sources	✓	
	Able to be proactive in identifying solutions to problems by considering all factors	✓	
	Able to support the diverse needs of the people who use our services and offer appropriate interventions when necessary	✓	
	Enthusiastic with a high degree of personal motivation	✓	
Additional	Have a non-judgmental approach and able to demonstrate compassion and empathy, whilst maintaining professional boundaries, when working with people who use our services	✓	
	Competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	
	Possession of a full current driving license with use of a motor vehicle for work purposes		✓

# Overview of Hull and East Yorkshire Mind

Hull and East Yorkshire Mind has been supporting people with mental health problems across Hull and East Yorkshire for over four decades.

We are an independent charity governed by a group of local trustees, affiliated to the Mind network made up of over 130 organisations across England and Wales. The network delivers services, campaigning and gives a voice to people with mental health problems, their families, carers and community. Hull and East Yorkshire Mind is also a housing association.

Our **VISION** is that we won't give up until everyone experiencing a mental health problem gets both support and respect.

Our **MISSION** is to work with partners to intervene as early as possible, providing advice and support to empower and give hope to anyone experiencing a mental health problem. We campaign locally to improve services and reduce stigma and discrimination.

As an organisation, we pride ourselves on our values and beliefs:

## **WE BELIEVE:**

- Everyone has mental health: there is no place for stigma.
- Everyone deserves the chance of a fulfilling life.
- Lived experience is powerful and can generate hope.
- Spaces where everyone can feel supported and safe, not judged but respected, are vital.
- Everyone brings something valuable to the work.
- We can effect change and will do everything in our power to improve lives.

## **WE VALUE:**

- **Being Human** – connecting meaningfully with one another creating relationships which help people to flourish.
- **Mind and Heart** – using our intelligence, stories, skills and life experience to show that we care and to make a difference.
- **Being Brave** – even in the face of uncertainty staying positive and boldly developing new things.
- **Travelling Together** – side by side with others being kind and through empathy nurturing belonging.
- **Strong Foundations** – drawing on our history and learning to build reliable systems that work well without being over engineered.

# 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

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.