

Information Pack

Bank Community Mental Health
Support Workers

Rolling Vacancy

To discuss the post informally, please contact:

Helen Stromberg, Service Coordinator
on 01482 240200



Job Description

JOB TITLE: Community Mental Health Support Worker (Bank)

LOCATION: Work will be delivered across the East Riding area.

SALARY: £9.79/hour

REPORTS TO: Service Coordinator

OVERALL PURPOSE OF THE JOB

To support people to develop the necessary skills to be able to live independently

ROLE RESPONSIBILITIES

- Support people with practical day to day living skills
- Work collaboratively with colleagues to deliver support
- 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.
- 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
- Ensure our framework for good care which includes Relationships, Environment, Activity, Compassion and Hope, called 'REACH' is adhered to at all times
- Provide support, guidance and information to clients to ensure their support plans and interventions are delivered in accordance with agreed goals.
- Use a variety of evidenced based outcome measures to support and record recovery.
- Maintain positive relationships with clients to encourage acceptable behaviour
- Ensure client safety and follow plans to intervene to protect people from harm
- Assist in the support of students and volunteers
- Provide information and signposting to clients, members of the public and other agencies.

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.

It is the nature of the work of Hull and East Yorkshire Mind that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

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: Community Support Worker (Bank) Reviewed: February 2021

Area	Criteria	Essential	Desirable
Key knowledge	An understanding 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		✓
	Of Health & Safety, risk management, lone working and personal safety		✓
Relevant experience	Proven experience of working well on own initiative and as part of a team	✓	
	Of providing support to individuals	✓	
	Of working in the field of mental health to support people		✓
Key competencies	A commitment to the values of Hull and East Yorkshire Mind	✓	
	Able to plan and prioritise own workload to ensure client needs are met	✓	
	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	✓	
	Demonstrates resilience when faced with emotionally charged issues and stays calm if under pressure	✓	
	Responds flexibly and positively to changing needs	✓	
	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	✓	
	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	✓	
	Competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	

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.

Hope

Without a genuine belief that things can improve we get stuck and lose motivation. We all need positive role models in our lives and they should be a core part of any service we want to deliver. This isn't always easy and when somebody is acutely unwell it can be difficult to find the hope in what might seem a hopeless situation. Our job is to find that hope and help others see it. We must never shy away from this no matter how difficult it might seem.