

## *Job Description*

### Post: Thrive Welcome Team Senior Support Worker Grade: Manager Level 5

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I have responsibility to ensure that as a core member of the Thrive Welcome Support Team I meet the mental health and wellbeing needs of adults resident in North East and South East Edinburgh through Thrive Conversations (with three conversations approach as a key element) to develop a 'Thrive Plan' to support the person's mental health and wellbeing; connecting and offering a range of support and services to meet each person's personal outcomes and providing time limited mental health and practical support.

I work closely with people accessing the Thrive Centre often as one of the first points of contact. I link up with Thrive Welcome Team Members within the locality and across the city including North West/North East/South West and South East Community Mental Health and Wellbeing PSP Partnership/Thrive Network; with Primary Care teams and Health and Social Care colleagues and the wider third sector and community organisations and groups within the locality.

I will contribute to the overall development of a visible, approachable and accessible presence within the local community including meeting people in settings that feel most comfortable for them

## What I do and what I achieve

- Working in multidisciplinary teams, I assess the mental health needs of individuals referred to the programme
- I take responsibility for my role within the Team to develop and test operational process and procedures
- I contribute to the development of operational and work plans
- I work closely with the Thrive Welcome Team and wider PSP Group, attend regular meetings and provide regular reports on the work
- I develop and sustain effective partnerships with local groups, services and officials; and negotiate access to community based services and groups
- I develop creative and innovative ways to reach out to those most isolated and vulnerable to ensure they receive help and support
- I develop and disseminate accurate information about the service to potential service users, carers and referrers
- I ensure that local people are involved in the development and delivery of the service
- I take an asset-based approach and engage in conversations with people using the service to identify needs and personal outcomes through a Thrive Conversation and Thrive Plan; and work with the Thrive Welcome Team and wider Thrive Network/PSP to meet those needs
- I am responsible for ensuring people are kept safe through risk assessments and referrals to specialist services when needed
- I work with the Thrive Welcome Team to evaluate, reflect upon learning and develop the service
- I gather and collate relevant data and maintain up to date and accurate records, using paper and digital systems
- I ensure data protection regulations are adhered to and all standards are met
- I manage a range of complex duties and divide my time accordingly
- I take responsibility for developing and maintaining positive team dynamics to promote good team working
- I work to appropriate professional standards
- In keeping with Support in Mind Scotland policies and procedures, I ensure all Health and Safety standards are maintained

## Who I am

- I have appropriate professional qualifications for my work to at least SVQ4 level or have significant experience relevant to this post
- I have a sound theory base of social care interventions in my area, and local community support services
- I have experience of working with vulnerable people and/or their families with a good understanding of the issues they face which result in isolation
- I am outcome-focused and have experience of enabling people to plan for the future and achieve their personal goals
- I have experience of assessing risk against criteria to keep people safe
- I have experience of managing projects with a high level of autonomy in my work
- I identify dilemmas and employ an analytical approach to find solutions
- I respond professionally to support and supervision, and am enthusiastic to develop my skills by undertaking appropriate training
- My report writing is of a high standard
- My IT skills are of a good standard and I am able to manage my own administrative tasks
- I am very well organised, can self-manage, and self-motivate

## General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees, workers and volunteers; to encourage people to join Support in Mind Scotland as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.