

Post: Support Worker Mental Health (Glasgow Area)  
Salary banding: Level 4

---

As a Senior Practitioner, I am responsible for one-to-one and group support including carrying a case load for ongoing work with specific individuals and for developing and reviewing personal support plans.

I plan and run groups that encourage people to develop social connections to address loneliness and isolation and help people increase their confidence in meeting others including social events, and outings as well as sessions providing information and training on specific issues (e.g. financial matters). Groups currently operating are in Glasgow (for carers) and East Kilbride (for individuals with mental health issues and carers).

I involve the people we support in planning group activities and ensure that people are also enabled to connect to facilities, resources and other services in their local community. I liaise with practitioners in other statutory and voluntary services to ensure I make referrals and/or signpost people to appropriate support as needed.

I will work with service users and with my manager to develop the services we provide and reach more people who need support, reaching specifically marginalised and excluded people. This will require me to raise awareness of the service and work with SiMS colleagues to raise awareness of all of SiMS services.

### What I do and what I achieve

- I plan and run regular groups and activities to promote social interaction and address loneliness
- I provide support to individuals one to one and in group settings
- I compile and review service user development plans ensuring outcomes are being achieved including ensuring people are connected to their community
- I work with other groups and professionals in the community to develop referral and signposting pathways
- I produce high quality information materials to ensure people are informed of their rights and of the services available to them
- I produce publicity to raise awareness of the service and of SiMS as an organisation
- I maintain accurate records of people using the service maintaining confidentiality without SiMS policies
- I carry out appropriate risk assessments to keep the people using the service and staff safe
- I produce reports on the service to inform developments, funders and evaluation
- I work with other organisations and groups in the community to reach new people who need support and to develop the service.

## Who I am

- I am educated to SVQ 3 level
- I have experience working in mental health and/or may have lived experience of mental health issues myself or as a family member/carer
- I understand the need for a compassionate, non-judgemental approach to supporting people
- I am committed to fully involving people we support in developing and running the service
- I work well in a team setting but can also work autonomously
- I have a sound theory base of social care interventions including risk assessment
- My value base is consistent with the aims and objectives of Support in Mind Scotland
- I apply an analytical approach to problems in order to find solutions
- I am competent in planning and reviewing development plans and taking appropriate action if needed
- I am friendly and open
- My IT skills are of a good standard
- I can produce quality written materials
- I am keen to develop my knowledge and skills and attend training as required.

## 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.