

East Dunbartonshire Association for Mental Health

JOB DESCRIPTION

Job Title:	Mental Health Support Worker
Responsible to:	Manager
Permanent post:	Mon to Fri 09h00 -17h00 35 hours per week
Salary Scale:	£ 20,557- £ 21,807 (<i>determined by qualifications and experience</i>) +8% non-contributory Pension

Summary of Role

As a Mental Health Support Worker, you will work to deliver person centered, strengths-based recovery focused support, to enable vulnerable adults experiencing mental ill health, to achieve positive outcomes.

Main Duties and Responsibilities

1. Participate in the delivery of EDAMH recovery focused person-centered support services.
2. Comply with the SSSC Code of Conduct, the National Care Standards, EDAMH's policies and procedures and any other relevant legislation.
3. Implement the philosophy of EDAMH by providing a quality service and supporting other staff to do the same.
4. Protect vulnerable groups and individuals from abuse in accordance with EDAMH's Child and Adult Protection Policies and Procedures.
5. Ensure health and safety requirements are met, within the area of responsibility.
6. Ensure that service users, their relatives and carers are treated with dignity and respect at all times.
7. Challenge inequality and stigma; recognise and respond to the barriers individuals and groups face within society.
8. Support and utilise effective local partnerships with a range of statutory, third sector organisations and the local community, in the pursuit of clients' mental health and wellbeing recovery.

9. Assist in promoting the local community's' understanding of the EDAMH services and to assist in raising community awareness and understanding of mental health issues.
10. Assist management in maintaining a system for auditing service user's personal recovery plans, reviews and outcomes.
11. To travel as required within East Dunbartonshire and surrounding area, in pursuit of the delivery of EDAMH Services and business.

Key Tasks

- Manage a caseload of individuals, experiencing a range of mental health problems.
- Provide one to one support as tailored by the needs of individuals, as part of their recovery from mental ill health.
- Deliver group work as required by EDAMH and based on service user needs.
- Attend and participate in all EDAMH team meetings.
- Assist the manager in the referral and assessment process as required.
- Work with service users and other staff to devise, implement and review individual recovery plans.
- Maintain accurate records, monitor and report information in relation to an individual's support in accordance with operational guidelines.
- Assist with effective monitoring and evaluation systems and processes.
- Utilise the EDAMH IT system for recording, monitoring and evaluation purposes.
- Assist with creating a 'library' of relevant and up-to-date information and resources relating to mental health and wellbeing.
- Participate in training as required by EDAMH management and the Board of Directors.
- Demonstrates a commitment to continuous learning and reflective practice.
- Develop skills and knowledge of theory and practice and understand where role fits within EDAMH and externally.
- Exercise judgement and initiative, taking personal responsibility and accountability for your own practice.
- Carry out any other duties consistent with the post, as delegated by management.

Supervision and Appraisal

The post holder will be required to participate in regular supervision and will negotiate their Annual Appraisal objectives with the line Manager to pursue their personal and work practice development.

Monitoring and Evaluation

The post holder will be required to participate in the monitoring and evaluation of the services of EDAMH, ensuring aims and objectives are met and effectiveness is maintained.

Assist service users to participate in the process of monitoring and evaluation.

Provide verbal and written reports on aspects of the service as required.

Core Competencies and Commitment

At EDAMH, our values underpin everything we do and we believe that everyone has the right to be treated with dignity, respect and equality. We believe that everyone is entitled to hope and choice and to achieve personal fulfilment. These competencies are also essential attributes for staff, to enable EDAMH to deliver its core purpose of mental health and wellbeing.

Commitment to Health, Safety and Well-being

Understand, encourage and carry out the principles of integrated safety management; comply with EDAMH Health and Safety Policy and Procedure; complete all required training; take personal responsibility for safety.

Supportive of Equality and Diversity

Treat all people within EDAMH (both staff and service users) fairly and with respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and/or sexual orientation.

Server User Participation

Ensure the people who use our services have the opportunity to get involved in their support, their service, their community and EDAMH as an organisation.

Quality Control

Maintain the highest personal and professional standards. Work professionally and collaboratively with internal and external colleagues, those who use our services and members of the public and to meet the requirements of funders and regulators.

Undertake personal responsibility for conduct and work ethic in line with EDAMH Code of Conduct, the SSSC Codes of Practice and other relevant professional standards.

Policies and Procedures

The post holder will be required to comply with EDAMH's policies, all laws, regulations and standards of conduct relating to their position and report any suspected violations of conduct to their line manager.

This job description is a general summary of the post. It is neither exhaustive nor exclusive. The post holder will be required to contribute to the ongoing development of the post.

It may be subject to review by management and Board of Directors of EDAMH.

PERSON SPECIFICATION

Mental Health Support Worker

To be successful in this post, you will meet the essential criteria listed in the role profile and be able to demonstrate experience in working within mental health. You will have excellent stakeholder engagement and networking skills and an understanding of the Health and Social Care environment and local authority and Scotland's Mental Health Strategy.

Qualifications and Training	Essential	Desirable
Relevant professional qualification in Health or Social Care or equivalent to minimum SVQ Level 7 or be willing to commit towards gaining SVQ level 7	x	
Scottish Mental Health First Aid Training		x
Applied Suicide Intervention Skills Training		x
Experience	Essential	Desirable
Experience of supporting people who are experiencing mental ill health	x	
Understanding of issues facing people who suffer mental ill health	x	
Experience of planning and delivering individual, person-centered support	x	
Experience of reviews and evaluation processes		x
Understanding of equal opportunities and commitment to anti-discriminatory practice	x	
Experience of liaison and partnership working with other agencies	x	
Awareness of Recovery philosophy in respect of mental ill health		x
Understanding of the voluntary sector structure and diversity		x
Knowledge of local community/East Dunbartonshire		x
Awareness of Mental Health (Care and Treatment) (Scotland) Act 2003		x
Personal Skills, Resources & Qualities	Essential	Desirable
Reliable	x	
Trustworthy	x	
Motivated	x	
Enthusiastic	x	
Creative and resourceful	x	
Ability to manage workload with competing priorities	x	
Excellent interpersonal skills to deal with challenging situations and relationships	x	
Proven ability to be flexible and function as part of a team	x	
Proven ability to work on own initiative	x	
Proven ability to organise and prioritise workload, caseload and manage time effectively	x	
Proficiency in Microsoft Office packages, email and the internet	x	
Ability to work responsibly in dealing with confidential/sensitive information	x	
Ability and willingness to travel	x	
Communication Skills	Essential	Desirable
Excellent communication, verbal and written skills	x	
A positive outlook with an ability to inspire confidence, provide vision and motivate people	x	
Proven ability to engage with a wide range of people e.g. service users, service providers	x	
Proven ability to network and build positive working relationships	x	
Other	Essential	Desirable
Current and valid UK driving licence and use of own vehicle	x	
Ability to travel throughout East Dunbartonshire and on occasion, beyond	x	