**Pathfinder mental health worker – Job Description, Person Specification**

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| **Name of Employee** |  | |
| **Date of Issue** |  | |
| **Department/Location** | Adur, Arun, Worthing or Downs area Pathfinder mental health support services | |
| **Reporting Line** | Co-ordinator, Deputy Manager, Service Manager | |
| **Grade** | Grade 2 | |
| **DBS – Level Required** | Enhanced | |
| **Location/s** | Some home-working may be possible at times, but as face to face work with service users is a requirement of role you may be required to work fully in service base/location which will be specified. Workers will have a main base/location but may be required on occasion to work in other team locations. Travel expenses paid for travel beyond specified service base/location. | |
| **Competency level** | Level 2 – Core, Skilled | |
| **Job Summary** | | |
| West Sussex Mind (WSX Mind) works within Pathfinder West Sussex which is an alliance of organisations working together to enable people with mental health support needs and their carers to improve their mental health and wellbeing. Within the Pathfinder Alliance WSX Mind is funded to provide services in the Downs area of West Sussex and in Littlehampton, Worthing and Adur. These services provide structured support helping individuals to identify what they need and what they want to achieve around their mental health and then supporting them to develop the confidence and skills to make this happen through individual and group support. The team uses a variety of channels and methods to engage, communicate with and support people: In person/face to face, by phone, by email, by text, through a video-call (for individual support) or video conference (for groups), through Facebook groups and by sign-posting service users to self-help resources on websites etc. Mental health support services work closely together with West Sussex Mind Help-point and Service Navigation and Social Activities and Support services to provide a seamless pathway of care and support to people who need help. Within these services the role of the Mental Health Worker is:   * To enable and facilitate service users and carers’ needs being met effectively, by responding to referrals, assessing needs and working in partnership with service users and carers to develop and monitor personal support plans * To design, deliver and provide support to individuals and groups which contribute towards the achievement of service users’ and carers’ goals * To contribute to the safe and effective running of services   This is a busy, challenging yet rewarding role, within a well established and supportive team. This role involves emotionally demanding work so the post holder will need to be resilient and able to draw on strong self management skills | | |
| **Scope & Accountabilities** | | |
| This role has no line reports/supervisory responsibilities and works with service users under the guidance of the Mental Health Service Coordinator, under the general management of Mental Health Service Deputy, or Service Manager. Guidance to Mental Health Service Peer Support Workers and supervision of volunteers including peer mentors may be required but there is no formal line management of staff. In addition, the Mental Health worker may be required to take responsibility for leading a group or activity when a manager or co-ordinator is not on-site. | | |
| **Key Tasks** | | |
| 1. Through face to face, phone, email and video-call contact:  * To support service users to identify their needs and goals and facilitate the development of personal support and recovery plans * Based on personal support plans, to work in partnership with service users to achieve recovery focussed goals; drawing on individual strengths and using a range of internal and external resources including provision of advice, information and sign-posting where required. * To provide support to individual service users, providing one-to-one sessions using appropriate theories, methods and skills in order to promote individual clients’ ability to better manage their problems and difficulties.  1. To develop, facilitate and review in person and video conference group work, self-development courses or training sessions for service users and use a range of assessment and recovery tools alongside clients in developing recovery support plans. 2. To liaise with service users, carers, family and relevant professionals, ensuring they have full information about the project’s purpose, activities and outcomes. 3. To work with mental health service co-ordinators to develop self-directed support plans and to oversee their delivery for individuals including the provision of personal care and support to individuals in the community where required. 4. To promote social activities, support (including peer mentoring & befriending) and volunteering opportunities to service users. 5. To work constructively and in partnership with West Sussex Mind Help-point and Service Navigation and Social Activities and Support services to provide a seamless pathway of care and support to people who need help sharing information and intelligence about need and issues with these teams as required and to work professionally and creatively with WSX Mind staff providing these opportunities. 6. Support service users to be actively involved in the running and delivering of services and support and develop peer mentors involved in co-facilitating groups or courses or leading peer support activities. 7. To actively contribute to a team approach and work to tackle inequalities and ensure that the service user group reflects the diversity of local community 8. To record all work accurately, effectively and in a timely way on Charitylog database. 9. Assist and complete other administrative and hospitality tasks relating to the service including where required cleaning. 10. To be aware of responsibilities and take appropriate action as per WSX Mind’s policies around safeguarding adults and protecting children.   12. To undertake any other tasks and duties as required as requested by senior staff and managers to meet the requirements of the service including taking responsibility for leading a group or activity when a manager or co-ordinator is not on site.  13. Ensure health and safety policy and procedure requirements are met, particularly related to work surroundings and service activities.  14. Ensure all data protection policy and procedure requirements are met.  15. Adhere to the Policies and Procedures of West Sussex Mind. | | |

**Person Specification** - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

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| **Essential Qualifications** |
| * Some evidence of previous experience, training or learning (formal or informal) which relates to supporting adults who have mental health issues or other support needs is essential for this role along with good literacy, IT, digital and verbal communication skills |
| **Preferred Qualifications** |
| * Any formal qualifications or training in relation to mental health, is desirable for the role |
| **Essential Professional & Technical Knowledge, Skills and Abilities** |
| 1. Knowledge regarding working with people with mental health needs. 2. Knowledge, proven skills and/or training in working with service users on a one to one basis using appropriate goal focussed approaches and skills in order to promote individual service users’ ability to promote recovery and achievement of their own goals. 3. Able to work with service users to construct good assessments of needs for services/personal development. 4. A knowledge, understanding and confidence of working in groups and group dynamics. 5. Knowledge of and a commitment to user led services, proactively tackling inequalities and able to facilitate a recovery focus model. 6. Highly motivated and able to learn and understand new concepts and apply new methods, whilst taking responsibility for their own personal development. Willingness to seek advice appropriately, to accept supervision and training as required. 7. Ability to learn and use digital and social media applications to provide support. 8. Good written and verbal communication skills. 9. Experienced IT & digital user with excellent knowledge of Office 365. 10. Ability to draw on professional knowledge and skills to support own mental wellbeing 11. Ability to manage complex and varied workload, within agreed timescales 12. Team player with ability to work effectively within own team, organisation and partners. 13. Creative and problems solving skills |

I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

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| **Signed:**  **Staff member** |  | **Date:** |  |
| **Signed:**  **Line Manager** |  | **Date:** |  |