

St. George's House

Mental Health Worker Job Description

Job Title	Mental Health Worker
Salary	£19,000 per Annum (Pro-Rata)
Hours	Monday to Friday: Between the hours of 8.00am and 5.00pm. 37.5 full-time.
Annual Leave	21 days Annual Leave plus Statutory Holidays
Responsible to	Operations Manager

Main Purpose

This is a broad outline of what is expected of the post holder:

To assist in ensuring the efficient running of The Hub and to 'join' up services, for clients with mental health needs. A key aspect of the role will be to work closely with excluded people and those groups currently unrepresented in utilising St. George's services particularly service users from South East Asian backgrounds. The Mental Health Worker will meet the needs of service users who are experiencing a variety of forms of mental illness, be that mild depression, to more complex needs. The service will support those with substance misuse issues, which are having an effect on their mental health. The post-holder will also provide housing advice/support, via effective liaison with other local/regional agencies. An integral part of the role will be to work with clients with 'Dual Diagnosis' and to assist in the facilitation of 'meaningful' activities.

To provide initial contact for service users and maintain on-going support with regular service users on an informal and professional basis to include:

- To induct new service users in line with policy.
- To maintain a comfortable, relaxed and purposeful environment.
- Work with service users and other agencies to identify needs and provide appropriate support to meet these needs, helping co-ordinate support and encouraging service users to maintain these contacts.
- To provide information, advice and support to enable people to take up education, training, voluntary work, employment and positive recreational activities in the community.
- To design and deliver a comprehensive programme of activities after thoroughly consulting service users. These activities must involve the promotion of life-skills to assist vulnerable clients in obtaining the basic skills to remain in tenancies.
- Client profiling – to complete assessments, support plans, reviews and other records in an accurate and confidential manner for individual service users.
- To support services users with money management including debt, claiming of benefits, etc.

- To support service users in complying with their tenancy conditions where applicable.
- To monitor and evaluate the project.
- To develop the project in response to the views and needs of the people who use the centre after consultation.
- To identify the needs of those using the project and act accordingly in a sensitive and sympathetic manner in accordance with St. George's House's Equal Opportunities/Diversity Policy
- To act as an enabler for service users not 'doing for' but 'doing with' the service user.
- To diffuse difficult or dangerous situations and summon assistance.
- To assist service users in accessing emergency accommodation in hostels, or independent accommodation as appropriate.
- To assist in the management of the centre and the programme of work to provide welfare rights advice to service users, ensuring that they are in receipt of their entitlements, acting as an advocate, and assisting in the making of claims.
- To act as an advocate on behalf of service users and to occasionally escort them to appointments with other agencies when required.
- To liaise and make referrals to the Projects Community Psychiatric Nurses, Mental Health Access Worker, Outreach Workers and Resettlement Workers.
- To liaise and make referrals to relevant Statutory and/or Third Sector organisations. This will necessitate working as part of a multi-disciplinary, multi-agency team.
- To work with mental health and other relevant Worker's to assist and support activity sessions as agreed with the Operations Manager.
- To Ban people when necessary in accordance with agreed policies.

2. Operation of the Centre

To assist in the management of the centre and the programme of work, particularly:

- To ensure the security of the volunteers, staff, the centre and the centre users by implementing organisational policies.
- To assist in ensuring adequate staffing levels at all times.
- To ensure that the Project is kept clean and safe, including the cleaning of substances such as sickness and excrement.
- To assist in ensuring health and safety and hygiene standards are adhered to.
- To ensure that the centre is run in accordance with policies and guidelines.
- To ensure that appropriate support and accurate advice is given to people using the centre and that appropriate referrals are made.
- To run and support activity sessions as agreed with the Operations Manager.

- To uphold, as an individual employee, St. George's Corporate Policies in particular in the areas of Health & Safety, Equal Opportunities and BME Policies.
- To familiarise themselves with and carry out their duties in line with St. George's House policy on lone working. This also includes any other procedures associated with risk assessments.

3. Administration and Finance

- To carry out admin. and publicity work for the project as requested.
- To operate the petty cash system and other financial systems which are in place.
- To take due care and diligence when requested to assist clients with budgeting skills.

4. Evaluation and Monitoring

- To maintain records and monitoring systems.
- To participate in the evaluation and planning process, this must include participation by the volunteers and by the users of the centre.
- To produce reports as requested.
- To assist in the development of the project, within the overall objectives, in consultation with the management and in response to the needs of the volunteers and users of the centre.

5. General

- To attend regular supervision sessions with Management.
- To attend weekly centre meetings.
- To attend other meetings as requested by the Operations Manager.
- To operate with clear professional and confidentiality boundaries and to work within the Organisation's code of conduct.
- To carry out any other duties commensurate with the post.

This position is a two year fixed-term contract, with the possibility of extension if funding is secured. The post is subject to a six months probationary period.

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Mental Health Person Specification

Qualifications

Good standard of education

Desirable

South East Asian Language skills (In any of the following languages, Punjabi, Urdu, Gujarati, Hindi)

NVQ Level 3 in the Health & Social Care or Mental Health field (or relevant experience)

Skills and Knowledge

- Extensive knowledge of Mental Health Services and 'Dual Diagnosis'
- Be able to organise and prioritise your work
- Be able to work as part of a team
- An understanding of the principles of user involvement
- Good verbal and written communication skills
- Ability to keep accurate records
- Understanding of I.T applications
- Experience in helping people to acquire life-skills including budgeting, cooking and safety in the home
- Ability to work with service users with multiple needs across diverse/emerging communities
- Commitment to the centre's principles and willingness to work within policies and guidelines
- An understanding of the principles of equal opportunities

Experience

- Experience of working with homeless & excluded people
- To be tactful, non-judgemental and approachable

- Experience of facilitating group work
- Experience of multi-agency working
- Experience of providing advice and support to individuals
- An understanding of South East Asian cultures and religions
- Experience of working with people who have alcohol, drug and mental health problems

Work Related Circumstances

- Willingness to work the core hours flexibly as agreed and to be punctual and reliable
- Willingness to work flexibly between different Projects
- Willingness to undertake practical tasks including lifting, cleaning, preparing and serving food
- Willingness to attend occasional evening/weekend work
- To have an understanding of the principles of confidentiality
- It would be desirable to have a full clean licence and own car