

JOB DESCRIPTION

POST: WELL BEING and
MENTAL ILL- HEALTH SUPPORT WORKER
ONLYWOMEN ALOUD PROJECT

RESPONSIBLE TO: OPERATIONAL SERVICES MANAGER

LOCATION: CARMARTHENSHIRE (but with the possibility of working within other areas)

JOB PURPOSE: TO PROVIDE A RANGE OF SOCIAL AND EMOTIONAL SUPPORT TO INDIVIDUALS WITH MENTAL ILL HEALTH, PROVIDE TRAINING ON MENTAL HEALTH ISSUES, PEER MENTORING SUPPORT, STAFF AND LIAISON PERSON WITH STATUTORY MENTAL HEALTH SERVICES.

MAIN DUTIES:

1. To provide social and emotional support to women who are experiencing domestic abuse.
2. To provide social and emotional support to women who are experiencing domestic abuse and with mental ill-health and associated problems. On a one to one and in a group setting.
3. Working as an advocate for individuals who are experiencing domestic abuse and or have mental ill health issues when individual's access outside support agencies, so they feel that there is someone on their side.
4. To participate in the assessment of need and the development of individual support plans in conjunction with service users and other relevant agencies.
5. In co-operation with all other workers, working constructively with families in the community to provide an acceptable level of practical, emotional, and administrative support to meet their needs.
6. Maintaining complete and accurate records of work done with families using the agreed support plans for each family, evidence the provision of the appropriate level of support.
7. Providing up to date information on all relevant topics, e.g. legal protection, divorce, social security, benefits, housing, health, education, etc to families within refuge or the community scheme.
8. Being aware at all times of Child Protection issues and report the same immediately to the designated Child Protection Officer.
9. Facilitating access for residents and scheme participants, when necessary, to D.W.P., solicitors, courts, housing departments and any other relevant agencies, and support them in their interaction with these agencies.

10. Being aware of everyone's needs and work to build confidence and self-esteem for all residents and scheme participants.
11. Maintaining good relationships in the community.
12. Setting up and managing a peer mentoring programme for those experiencing domestic abuse and who have mental ill health.
13. Facilitated Group Peer Support (3 groups as a minimum a week in different locations), peer support in a group setting, manages safe sharing of stories and life events and experiences.
14. Peer Led Support Groups: facilitate the setting up of peer volunteer runs and facilitated groups, the staff member will be present for the first four weeks all the time and then will drop in on a regular basis to check all is working well - any issues they will be available for support and advice.
15. Providing educational opportunities to improve not only mental ill-health but also self-confidence and self-esteem, motivating, mindfulness.
16. Fun Activities including pottery, exercise classes, martial arts, salsa dancing, etc
17. To assist with voluntary and / or self-help groups and community projects in the area, as appropriate.
18. Make written and verbal presentations of support assessments where required in accordance with the GDPR and our Confidentiality Policy.
19. Ensure each service user has an individual support plan that is devised in accordance with the policies of Threshold, is reviewed as regularly as needed and is actioned with the full agreement of the tenant.
20. Undertake risk assessments in accordance with the policy of Threshold DAS and present in a written and verbal manner where required.
21. The emphasis of early intervention, support and guidance, and through accessing the appropriate services, preventing serious episodes of mental ill health occurring.
22. The development and delivery of a series of informal workshops for service users with identified mental health problems; will enable service users to become more aware of their own lives.
23. The worker will assist in identifying training needs relating to mental health for all staff, to ensure comprehensive support for the individuals Threshold works with and to support staff in their work with service users with identified mental health problems.

24. The worker will deliver to staff a series of workshop training events relating to specific mental health issues.
25. Ensure that all actions necessary are taken to prevent unnecessary periods of crisis and mental ill health in conjunction with service user and relevant agencies.
26. Ensure that each individual builds and sustains a formal and an informal support network that can enable the service user to manage their mental well-being.
27. To work co-operatively with Social Services, Health and non-statutory services within the Carmarthenshire Authority area in order to promote the service and Threshold's presence in the area.
28. Deliver support and assistance to each service user in accordance with the philosophies and policies of Threshold DAS.
29. Ensure that all support notes are written up, signed and filed at the end of each session and that each file contains all relevant information on each tenant as per Threshold policy.
30. Participate in regular team meetings and individual supervision.
31. Ensure that relevant statutory workers are included in the individual support plan and that a contract between workers has been signed.
32. Ensure that quarterly monitoring is completed for each service user as in accordance with Threshold policies and funding requirements.

GENERAL DUTIES

1. Operate within the policies and procedures of Threshold DAS especially those relating to confidentiality and equal opportunities.
2. Undertake supervision as directed by the line manager.
3. Undertake training as directed by the line manager.
4. To participate in the development and evolution of the service.
5. To contribute to your own development in the post by participating in an annual appraisal and the development of a personal development portfolio.
6. Any other duty as may be reasonably required by the line manager
7. To take part in the on call rota.

CONDITIONS OF SERVICE

35 Hours per week

Salary: £22,386 for 35 hours per annum

30 days annual leave plus 8 bank holidays

Opportunity to join Bupa Health Cover after 6 months service and a successful probationary meeting.

Flexible work will be considered including home working or part working from home and part from the office to fit service user's needs.

PERSON SPECIFICATION

Essential

1. Experience of working in the health and social care field, providing support, assistance, and advice to individuals with a mental health need.
2. Experience of working with individuals experiencing Domestic Abuse.
3. A degree in an appropriate subject area or at least two years working within the field of mental ill-health.
4. Understanding of individuals who have are suffering domestic abuse or have domestic abuse in their lives, and/or who have left care and have a mental health support need.
5. Understanding of mental health problems and how they can affect an individual's life.
6. Ability to undertake assessment of need and facilitate individual support plans in partnership with service users.
7. Ability to liaise with a variety of agencies including Social Services, Mental Health Agencies, Probation, Benefits Agency etc.
8. Ability to work on own initiative and under pressure.
9. Understanding of the need for, and principles of, confidentiality.
10. Understanding of and commitment to the principles of Equal Opportunities.
11. Knowledge of the management of situations that may lead to violence or aggression.
12. Excellent IT skills.

13. Ability to communicate appropriately and in a non-judgmental way with individuals during duties.
14. Ability to work as part of a team and a commitment to understanding and working within the philosophy of Threshold.
15. Willingness to work in partnership with Threshold's Operational Services Manager in the development and delivery of the training programme.
16. Full clean driving licence and access to a car.
17. To take part in the on-call Rota
18. Empathetic

Desirable

1. The ability to speak Welsh