

## Richmond Borough Mind (RBMind)

## 1. Job Description

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| **Job Title**: Journey Recovery Hub Support Worker    **Salary:**  £23,000 per annum (pro rata)  **Hours of work:**  Thursday (5.30-11pm) Twickenham and Friday (5.30-11pm) Surbiton  **Location**: Two locations- 32 Hampton Road, Twickenham, TW2 5QB and  Surbiton, Alfriston Centre, 3 Berrylands Road, KT5 8RB    **Responsible to**: Team Coordinator  **Responsible for**: May be required to support/supervise volunteers  **Length of Contract:** Permanent, subject to funding |

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| 1. Job Purpose Out of hours crisis support hubs are a much needed resource. They aim to provide mental health support and deliver the following key outcomes:   * Prevent escalation of mental health problems and thereby avoid a mental health crisis * Prevent unnecessary referrals to secondary mental health services, A&E departments and other emergency and out-of-hours services * Improve mental health and wellbeing * Increase independence and self-management * Reduce isolation     Journey Recovery Hubs Support Workers will work as part of the Richmond and Kingston JRH team and with our key partners, including the NHS, social services and the police, to deliver a high quality out-of-hours support service with and for people with mental health problems. The Journey Recovery Hub will be open 365 days a year. |

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| 2. Main Duties and Responsibilities **Client Support & Engagement**   * To ensure the smooth running of the Richmond and Kingston Recovery Hubs and the project as a whole. * To welcome new referrals to the café and carry out initial assessments to determine options for support. * To provide one to one support, information and guidance using an empowering, person centred approach. * To engage with clients in a therapeutic and boundaried manner in and out of one-to-one sessions. * To help people develop self-management strategies and to make the best use of the local resources available to them. * Provide up to date information and advice to clients about services and resources available and to sign post and/or refer individuals to other agencies as appropriate. * To provide activities on site that are engaging and of interest to the clients. * To offer light refreshments and create a relaxed hub atmosphere. * To treat with confidentiality any personal, private or sensitive information shared regarding clients. * To maintain accurate case records for effective monitoring of the service, ensuring that all files and information are kept in accordance with RBMind’s policies on confidentiality and data protection. * To ensure the wellbeing, safety and state of health of clients, reporting any concerns to your line manager.   **Service Development**   * To support the Journey Recovery Hub Team Coordinator to identify areas for development and improvement, to ensure that our crisis approaches represent best practice and meet local needs. * To utilise appropriate outcome measures for our clients to demonstrate the impact made by our service. * To assist in the monitoring of quality standards for the service. * To communicate effectively with other team members ensuring that relevant information is passed on to the team. * To develop and maintain relationships with local statutory and voluntary services to be able to signpost clients effectively and seek additional support. * To provide support and supervision to volunteers as agreed with your line manager. * Promote our peer interventions widely to current and potential service users across Richmond Borough. * Identify any potential risks and to work with statutory and voluntary sector organisations in communicating and managing risk and safeguarding issues. * To work at all times in accordance with the values, policies, practices and procedures of RBMind, and also in accordance with the requirements of Kingston and Richmond CCG. |

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| General Responsibilities  * To adhere to RBMind’s policy portfolio, including Equal Opportunities, Privacy Policy, Health and Safety and Safeguarding Policies. * To engage with supervision from your line manager. * To undergo training and development as is necessary to maintain appropriate performance in the post. * To work alongside and ensure active service user participation in all aspects of work, including design, implementation and monitoring of activities. * To attend all staff meetings and organisational events as required. * To maintain an understanding of RBMind’s financial and funding position. * Be efficient, responsible and maintain a high level of personal organisation. * Work at all times to promote equality, diversity and individual rights. * In accordance with the Health and Safety at Work Act 1974, to take care of your own health and safety at work and any clients and visitors you are working with. * To work evening and weekend hours as required by the activities relating to the service (for which Time off in Lieu may be given) in line with RBMind’s Conditions of Work policy. * To undertake any other reasonable tasks consistent with the grade and purpose of the post. |

1. **Person Specification**

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| **Dimension** | **Scope** | **Essential** | **Desirable** | **Assessed by Application/ Interview** |
| **Experience & Qualifications** | Experience of delivering support to vulnerable adults and groups to increase their independence and develop self-management strategies (especially mental health) |  |  | A/I |
| Experience of dealing with complex issues facing a diversity of vulnerable individuals |  |  | A/I |
| Experience of facilitating groups either within a therapeutic or educational setting |  |  | A/I |
| Experience of managing sensitive and/or confidential information. |  |  | A/I |
| Experience of supporting/supervising volunteers |  |  | A/I |
| **Knowledge** | Working knowledge of the recovery approach in mental health service provision |  |  | A/I |
| Knowledge and understanding of the relevant statutory authorities including NHS and social services within LBRuT/Kingston |  |  | A/I |
| Strong grasp of equal opportunities, confidentiality, data-protection, risk management and anti-discrimination practice |  |  | A/I |
| A thorough understanding of boundaries when working with vulnerable adults |  |  | A/I |
| **Skills & Abilities** | Excellent listening skills & ability to motivate and coach people with mental health issues |  |  | A/I |
| Capable of working under own initiative, planning and prioritising own workloads |  |  | A/I |
| Strong team working skills |  |  | A/I |
| Ability to communicate effectively both orally and in writing to people of all levels |  |  | A/I |
| Ability to deal effectively and calmly with challenging situations as they may arise |  |  | A/I |
| Interests, skills or hobbies that could be used for group activities e.g. art, music, cookery |  |  | A/I |
| **Other** | * To work within RBMind’s mission & values * Proficiency in Microsoft Office packages * Strong administrative skills, including use of databases * Willingness to travel throughout LBRuT & Kingston * Willingness to work evening/weekend hours * Positive and flexible attitude to work |        |    | A/I  A  A  A  A  A |

**3. Main Terms of Employment**

# 1. Salary

£23,000 per annum (pro rata)

**2. Hours of Work**

Part–time hours per week, worked in a shift pattern over evenings, weekends and Bank Holidays

There may also be a requirement for occasional travel to other parts of the UK, for example to visit other Local Mind Associations. A flexible approach to working these hours is important.

# Annual Holiday

25 days per year (pro rata), excluding public holidays. An additional day is awarded for each completed year of service up to a maximum of 5 additional days.

## 4. Sick Pay

After six months of employment your sick pay entitlement in any rolling year will be 1 month on full contractual pay, and one month on half contractual pay. Entitlement in the first 6 months is to up to three days paid leave and then Statutory Sick Pay only. Part time employees will receive pro-rata benefits.

**5. Maternity Leave**

Statutory provisions apply, as detailed in our Family & Dependents Leave Policy.

**6. Pension**

Richmond Borough Mind offers a pension with an employer contribution of 4% up to 5%. Employees become eligible after three months employment, depending on employment status.  We comply with the Pensions Auto Enrolment Regulations.

## 7. Training and Development

## We encourage personal development and training for which support is provided when resources allow.

**8.** **Probationary Period**

You will be required to successfully complete a probationary period of 6 months.

## 9. Notice period

One month written notice on either side, except during the probationary period, when statutory notice applies.