**Richmond Borough Mind**

**Job Description**

**Job Title:**  Mental Health Outreach Worker

**Salary:**  £30,000 per annum

**Hours of work:** 37.5 hours per week Monday – Friday

**Location:** The post will involve visits to various locations in Richmond and Kingston borough.

**Responsible to:** Services Manager

**Length of contract:** Permanent, subject to funding

1. **Job Purpose Job:**

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| We are seeking a compassionate and proactive **Mental Health Outreach Worker** to join our team at Richmond Borough Mind, delivering community-based crisis prevention and mental health support services for underrepresented communities.  You will provide **person-centred, trauma-informed support** to individuals with a wide range of mental health needs, from low to complex, including co-occurring mental health conditions, substance use, suicidal ideation, and severe mental ill health.  This role is vital in engaging and supporting LGBTQI+ and racialised communities across Richmond and Kingston, improving access to mental health services, reducing stigma, and promoting wellbeing.  This is an exciting opportunity to make a meaningful difference in the lives of those experiencing mental health challenges, while helping to build more inclusive and supportive communities in Richmond and Kingston. |

1. **Main Duties and Responsibilities**

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| * Deliver timely, community-based crisis prevention support, including outreach to individuals in a community setting. * Engage seldom-heard and marginalised communities, with a particular focus on LGBTQ+ and racialised groups, to improve access to mental health services. * Reduce stigma around mental health and suicide through community awareness sessions, education, and collaborative work with local partners. * Build and maintain relationships with local LGBTQ+ and racialised individuals, groups, and organisations to co-produce peer-led support initiatives. * Deliver culturally appropriate engagement activities for underrepresented racialised communities, supporting access to mental health services and local resources. * Provide holistic, person-centred support for individuals with complex mental health needs, addressing co-occurring challenges such as substance use, trauma, and housing instability. * Work collaboratively with statutory and voluntary sector partners to remove barriers to access, support recovery, and improve wellbeing outcomes. * Act as a peer and advocate, creating inclusive spaces and supporting individuals at risk of crisis.   **Key Responsibilities:**   * Deliver flexible, trauma-informed outreach to individuals in various community settings across Richmond, including supported housing, day centres, GP surgeries, and public spaces. * Build meaningful, trust-based relationships with individuals who are reluctant to engage with traditional services. * Carry out comprehensive needs assessments and co-develop personalised support plans that reflect the person’s goals, strengths, and challenges. * Signpost and refer individuals to appropriate local services, including mental health, substance misuse, housing, benefits advice, and primary care services. * Promote social inclusion and wellbeing through access to peer support, community activities, and volunteering opportunities. * Maintain clear, timely, and confidential records in line with service protocols and safeguarding policies. * Represent the service at community forums and events to raise awareness of mental health support in Richmond. |

### **General Responsibilities**

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| * To adhere to RB Mind’s policy portfolio, including Diversity and Equal Opportunities policy, 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 RB Mind’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 RB Mind’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 working in mental health, outreach, especially with marginalised communities. |  |  | A/I |
| Experience of dealing with complex issues facing a diversity of vulnerable individuals |  |  | A |
| Lived experience of mental health issues and/or identity within LGBTQ+ or Racialised Communities. |  |  | A/I |
| Experience of facilitating groups either within a therapeutic or educational setting |  |  | I |
| Experience of managing sensitive and/or confidential information. |  |  | A/I |
| Experience of delivering outreach support |  |  | A/I |
| **Knowledge** | Working knowledge of the recovery approach in mental health service provision |  |  | A/I |
| Understanding of suicide prevention and the mental health challenges facing LGBTQ+ and Racialised groups |  |  | A/I |
| Strong grasp of equal opportunities, confidentiality, data-protection, risk management, anti-racism and anti-discrimination practice |  |  | I |
| A thorough understanding of boundaries when working with vulnerable adults |  |  | 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 interpersonal skills and ability to build trust with individuals and communities. |  |  | 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 |  |  | I |
| Commitment to anti-discriminatory, trauma-informed, and person-centred practice. |  |  | A/I |
| **Other** | * To work within RBMind’s mission & values * Proficiency in Microsoft Office packages * Strong administrative skills, including use of databases * Positive and flexible attitude to work * Travel across Richmond and Kingston is required. * Occasional evening or weekend work may be necessary. * This role is subject to an Enhanced DBS check. * Supervision, training, and professional development will be provided. |          |    | A/I  A  A/I  A/I  A/I  A  A/I |