



ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth

Meeting the needs of vulnerable people facing complex life challenges



JOB DESCRIPTION

MENTAL HEALTH SUPPORT WORKER, WREXHAM HOUSING SUPPORT GRANTS DEVELOPMENT TEAM (TEMPORARY to January 2023)

Hours:	37.5 hours per week
Salary:	£18,829
Holidays:	25 days per year plus 8 public holidays (pro rata)
Period of Notice:	1 week during probation, 4 weeks thereafter
Probationary Period:	6 Months but can be extended if needed
Based at:	Wrexham County Borough Council's Housing Support Grants Development Team
Responsible to:	County Manager

Job Purpose:

You will be based with Wrexham County Borough Council's Housing Support Grants and Development Team (HSGDT). The Mental Health Support Worker will not have a caseload but will work alongside support workers in an advisory capacity and will be accessible to all Housing Services.

You will provide information, advice and guidance around mental health needs to HSGDT members.

Your role will focus on supporting HSGDT staff to secure the best outcomes for people that access their service that are affected by mental health needs.

About this job:

You will help Wrexham County Borough Council's Housing Support Grant and Development Team to ...

- Support Well-being by supporting people accessing services to engage with the service and achieve better housing related and wellbeing goals.
- Involve People by putting them at the heart of your service and giving them an equal say in the support they receive
- Work together by delivering your service through partnership and co-operation
- Prevent problems by making sure the right help is available at the right time to help prevent people's needs from escalating
- Look long-term by planning for the future as well as focusing on now



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Main Duties and Responsibilities:

You will provide:

- Advice and guidance to HSGDT staff around mental illness and ways to improve levels of engagement from people accessing their services
- A link to specialist mental health services, such as the Community Mental Health Service and the Child & Adolescent Mental Health Service.
- Support to HSGDT staff to attend or contribute to complex case conferences and other relevant multi-agency meetings. Where appropriate, this will include accompanying team members to physical or virtual meetings
- Network opportunities with 3rd sector agencies and community groups to assist in the offer of additional sources of support for people affected by mental health needs, based on strengths-based principles
- Group reflective sessions with HSGDT staff to provide solution focussed and innovative approaches
- 1:1 sessions with staff to discuss specific cases and assist in developing and implementing solution focussed and innovative approaches
- Promote access to other Adferiad Recovery services and resources, such as:
 - Mental Health & Money Advice Service
 - Clic – 24hr, moderated, online forum for people experiencing mental illness, including forums for carers
 - Relevant Adferiad Recovery information booklets and/or leaflets
 - Relevant Adferiad Recovery group sessions and/or activities

Whilst ensuring that:

- Communicate effectively and professionally with individuals receiving service, Support Workers, Carers, Referrers and other Professionals via telephone and email.
- Maintaining records and statistics required to monitor and evaluate the effectiveness of the service.
- Data collection and appropriate recording and presentation for monitoring and Quality Assurance reports as directed by the Practice Leader.
- Follow procedures for general record keeping and information collection, saving and archiving – adhering to confidentiality and data protection policies.
- Implementing the Adferiad Equal Opportunities Policy and all other Adferiad policies and procedures.

You will contribute to ensuring that:

- People affected by mental health issues participate in effective and appropriate housing related support.
- HSGDT staff are supported to help people facing issues around mental health
- HSGDT staff have insight into a range of mental health issues – including but not limited to Psychosis, Schizophrenia, Bipolar Affective Disorder, Borderline Personality Disorder and other personality disorders, and also issues (including those remaining undiagnosed) which do not meet the threshold for specialist mental health interventions and which present challenges to general primary healthcare services.
- HSGDT staff are confident in providing and coordinating housing related support for people facing such issues with their mental health.
- HSGDT staff feel comfortable in identifying particular challenges/barriers to engagement, participation and progress in housing related support which arise in relation to such mental health issues.



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- HSGDT staff are able to draw on a range of skills and strategies to help people with mental health issues address, reduce and/or overcome such challenges/barriers.
- HSGDT staff understand the “landscape” of services available locally to support people with mental health issues including specialist and general healthcare, primary and secondary healthcare, third sector/community services etc.
- HSGDT staff have insight into the remit/scope of such services as well as their role, their aims, their capacity and – where relevant – their duties and legal responsibilities.
- HSGDT staff have insight into the relationships and connections between such services and their place in the wider “landscape” of support.
- HSGDT staff understand their own place within this landscape.
- HSGDT staff have insight into the structures and processes through which specialist mental health services and general primary healthcare services provide care and support to people with mental health issues.
- HSGDT staff are aware of the key individuals and networks involved in mental health services and are able to connect, liaise, and work collaboratively with these individuals and networks.
- HSGDT staff are aware of appropriate and effective approaches to the processes/procedures through which some of the people they support will access and engage with mental health services.
- HSGDT staff are able to support people to successfully navigate mental services’ processes/procedures.
- HSGDT staff are actively engaged in effective two-way communication with key individuals and networks within specialist mental health services, as well as the wider landscape of mental health services.

Employee Responsibilities:

- Ensure all policies and procedures are followed in a clear and consistent manner
- Ensure the performance of your duties is in line with our values
- Identifying and ensuring that your training and development needs are met through regular support & supervision and annual appraisals
- To work in accordance with the charity’s national policies and local operating procedures and those of external regulators or professional bodies
- As with all employees, workers and volunteers; to encourage people to join Adferiad as a member
- To carry out all reasonable tasks commensurate with this post as directed by Adferiad Management



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	<u>Essential</u>	<u>Desirable</u>	<u>Method of Assessment</u>
Qualifications:	<ul style="list-style-type: none"> There are no specific qualifications but there must be evidence of commitment to personal and career development relevant to the post. NVQ Competencies in Care Level 2 would provide some evidence of competence for the post or a commitment to work towards this. 		Application
Experience:	<ul style="list-style-type: none"> Must have sufficient experience of providing care and support services to people with a serious mental illness. OR Experience of providing care and support services to people with a mental illness. OR Experience of providing care and support services within a social care setting. OR A significant experience of caring for someone using mental health services in a serious mental illness service setting. OR Working as a volunteer on a regular weekly basis with people with a serious mental illness/in a social care setting. 		Application
Knowledge:	<ul style="list-style-type: none"> Must have a sound understanding of the social care needs of people with serious mental illness, particularly around the area of housing related support needs. Must have sufficient understanding of mental illness to be able to describe the difference between a serious mental illness and mental distress like anxiety and mild depression. Must have a basic understanding of the community care approach and be able to simply describe the difficulties experienced in the community by people with a serious mental illness. To understand responsibilities of safeguarding and promoting the welfare of vulnerable adults and children. Must have knowledge of basic administration. Must have some understanding of the issues affecting people from black and ethnic minority communities. 		Application /Interview



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	Essential	Desirable	Method of Assessment
Ability:	<ul style="list-style-type: none"> • Must be able to establish and maintain constructive relationships with a wide range of people including individual partner providers in external agencies. • Must have ability to communicate verbally and in writing. • Must be able to keep accurate and readable basic service user and service administration records. • Must have ability and willingness to use computers e.g. Microsoft Word, Excel, Outlook, to email, etc. • Must be able to manage time and keep appointments. • Be a car owner with full license and access to own car for travel for work purposes. • Welsh language skills desirable. 	<ul style="list-style-type: none"> • Welsh language skills 	Application /Interview
Values:	<p>Commitment to:</p> <p>Must show commitment to, and be able to describe examples of a proactive approach to embedding Adferiad's Values seen as essential to achieving our organisational goals:</p> <ul style="list-style-type: none"> · Ambition · Equality · Integrity · Humanity · Loyalty · Respect & Dignity · Accountability <p>Must be able to demonstrate behaviours and competencies consistent with the values of the charity.</p>		Application/ Interview /

Adferiad wishes to encourage applications from people with disabilities. Where the Person Specification calls for particular qualifications or experience, we will consider waiving these requirements if an applicant who could not achieve them because of a disability can demonstrate he/she would be capable of performing well in the job and fulfils the criteria in other respects.