

October 2017

Dear Applicant

Bank Community Support Workers

Thank you for your interest in the above work.

Being a bank worker for Hull and East Yorkshire Mind means that we will contact you from time to time to offer you work which you are not obliged to accept.

At Hull and East Yorkshire Mind we believe that everyone experiencing a mental health problem deserves both support and respect. We aim to challenge stigmas and strengthen communities. Can you help us to make this happen?

The work would be based at our LINX project (Living Independently Not eXcluded) in West Hull. We operate 24/7 and provide an enabling environment for young people with complex mental illness to achieve independent tenancies in the community.

The work offered would usually be a 12 hour shift, either days or nights on any day of the week. Community Support Workers are key points of contact for all stakeholders; they provide administrative support to the housing team, information to external agencies and out of hours telephone support for clients in crisis. There is an on call system in place for dealing with emergency situations.

The work is very varied. Day shifts can be very demanding and tasks, such as taking referrals for the housing services, ensuring health and safety tasks are completed and maintenance issues reported, need to be prioritised. Support Workers encourage structure and routine for our residents, reinforcing the need for good lifestyle patterns. Night shifts can either be very quiet or challenging dependent on the needs of the residents. The main focus is to ensure that house rules are followed, security is maintained and crisis calls from other clients are responded to.

Community Support Workers arrange and support weekly in-house and community activities to meet residents' needs as well as encouraging them to engage in local groups.

Although no formal experience in a mental health setting is required you will be a motivated and conscientious individual with relevant experience of working within a role that demanded you to be assertive, practically minded, caring and empathetic.

Yours faithfully

Sam Bell
Service Manager

Hull and East Yorkshire Mind Wellington House 100 Beverley Road Hull HU3 1XA	01482 240200 www.heymind.org.uk info@heymind.org.uk	Company Number: 4936165 Registered Charity Number: 1101975 Charity Registered in England	 MindHEY  @MindHEY
			

JOB DESCRIPTION

JOB TITLE: Community Support Worker, LINX – Bank (casual) work

Hourly rate: £7.50

HOURS: Hours will be offered on and as and when basis.

REPORTS TO: Senior Wellbeing Worker/Service Manager

OVERALL PURPOSE OF THE JOB

To ensure that residents are appropriately supported, administration processes are followed and our supported housing environments are maintained to a high standard.

ROLE RESPONSIBILITIES

Client focus

- Ensure our framework for good care which includes Relationships, Environment, Activity, Compassion and hope, called 'REACH' is adhered to at all times.
- Support user-led and community-led activities and engage external providers for health and wellbeing advice, social, leisure and educational activities.
- Provide information and advice in accordance with agreed parameters to clients, members of the public and personnel from other agencies according to agreed protocols.
- Provide an out of hours contact point for our clients, some of whom could be in crisis, and other callers (dependent on work base).
- Plan your diary to optimise the delivery of support and activities.
- Build trusting and supportive relationships with the people who use our services.
- Encourage feedback from the people who use our services.
- Maintain positive relationships with clients to encourage acceptable behaviour.
- Raise concerns for client safety and work with colleagues to devise plans to intervene to protect people from harm.
- Work with colleagues to ensure consistent support is provided to all clients.
- Maintain accurate and up to date client records through our management system as directed

Health and Safety/maintenance of properties

- Provide a first level immediate response to any emergencies occurring within your shift.
- Assist in the co-ordination of the maintenance of Hull and East Yorkshire Mind supported housing projects.
- Undertake maintenance tasks to support the work of colleagues.
- Undertake health and safety and security checks at our supported houses
- Conduct room checks, meter readings and hold keys for our supported houses.
- Assist colleagues to ensure emergencies, e.g. fire, accident, client crisis, are properly managed and ensure internal reporting procedures are followed.
- Carry out basic maintenance tasks and emergency cleaning activities as required.

Other

- Undertake basic administrative duties relating to referrals, record-keeping, monitoring, our accommodation, etc.
- Manage your own workload, reporting any contentious issues to your Line Manager.
- Complete reports to your manager detailing activities taking place during your shift if required.
- Assist colleagues to provide peer support to students and volunteers.

COMPETENCIES

Organisational Awareness means understanding and being sensitive to organisational dynamics, culture and politics across and beyond the charity and shaping our approach accordingly to maintain and increase our profile and balance client needs with different demands

Indicators of effective performance (level 1):

- Understands the structure and objectives of the charity
- Understands how own role and work contributes to team and organisational objectives
- Is sensitive to the culture of the charity and uses it to work effectively
- Treats the charity's information as sensitive and confidential

Planning and Organising means thinking ahead, managing time priorities and risk and developing structured, efficient, approaches to meet deadlines and deliver a high standard of work to enable us to win contracts and achieve our objectives

Indicators of effective performance (level 1):

- Plans and prioritises own workload to meet agreed deadlines
- Identifies obstacles to work delivery and advises colleagues or manager in good time
- Checks work for accuracy to ensure it is delivered to a high standard the first time
- Follows work through to completion

Communicating and Managing Relationships means presenting information clearly, working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals and representing the organisation positively to enable effective delivery of our objectives

Indicators of effective performance (level 2):

- Communicates openly and inclusively with internal and external stakeholders
- Clearly articulates the key points of a discussion
- Develops new professional relationships
- Creates an environment where others feel respected
- Identifies opportunities for joint working to minimise duplication

Responding to Pressure and Change means being flexible and able to adapt positively to sustain performance when situations change, workload increases or priorities shift to ensure we continue to meet the needs and expectations of our customers

Indicators of effective performance (level 1):

- Stays calm in pressurised and demanding situations

- Responds flexibly to changing circumstances
- Recognises when unable to cope and asks others for help Demonstrates openness to changing work priorities and deadlines
- Maintains personal wellbeing and achieves a balance between work and home life

Decision Making and Problem Solving means forming sound, evidence based judgements, assessing risks to service delivery, taking accountability and interpreting diverse viewpoints to find workable and timely solutions in order to understand our challenges and respond effectively

Indicators of effective performance (level 2):

- Takes decisions, without unnecessarily referring to others, based on the information available
- Discusses decisions with internal and external stakeholders that may impact on them
Initiates action to move a situation forward, identifying potential barriers
- Processes and collects diverse information, seeks others' opinions and uses resources to fully understand a problem

Client Focus means consulting with, listening to and understanding the needs of people who use our services and using this knowledge to shape what we do and how we manage expectations

Indicators of effective performance (level 4):

- Builds the charity's reputation as an organisation committed to meeting the diverse needs of people who use our services
- Support people through diverse, complex, sensitive and ethically challenging issues
- Offer appropriate interventions when supporting people experiencing distress or harmful behaviours, in line with organisational procedures
- Builds confidence in staff, partners and people who use our services by ensuring the charity delivers quality work

NOTES

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

In addition to the contents of this job description employees are expected to undertake any and all reasonable tasks allocated and identified by line management as being necessary for the proper performance of your role within the organisation and the overall business objectives of the organisation.

Person Specification

*It is essential that, in the key shortlisting criteria of your application form, you give evidence or examples of your proven experience for **all** of the shortlist criteria marked essential along with any desirable criteria which you meet.*

You should expect that all criteria will be assessed as part of either or both of the shortlisting and interview processes.

Job Title: Community Support Worker, LINX		Created: September 2017	
Area	Criteria	Essen-tial	Desir-able
Key knowledge	An understanding of common mental health and social issues	✓	
	Basic knowledge of how to intervene effectively to support people who use our services	✓	
	Of local and national support services		✓
	Of common barriers to living independently		✓
	Knowledge and understanding of community development		✓
	Of health and safety, risk management, lone working and personal safety		✓
Relevant experienc	Proven experience of working well on own initiative and as part of a team	✓	
	Of working in the field of mental health to support adults and young people		✓
	Of supporting social, leisure and personal development opportunities for people		✓
	Of providing an immediate response to emergencies		✓
Key competencies	Organisational Awareness – Level 1 Knowledge of Hull and East Yorkshire Mind		✓
	Planning and Organising – Level 1 Able to plan and prioritise own workload to ensure client needs are met	✓	
	Communicating and Managing Relationships – Level 2 Ability to develop good working relationships with our clients where they feel respected.	✓	
	Highly developed written and verbal communication which is tailored to the needs of the target audience	✓	
	Responding to Pressure and Change – Level 2 Demonstrates resilience when faced with emotionally charged issues and stays calm if under pressure	✓	
	Responds flexibly and positively to changing needs	✓	
	Decision Making and Problem Solving – Level 2 Able to make decisions without unnecessarily referring to others, based on the information available	✓	
	Demonstrable ability to apply practical problem solving and common sense to a variety of problems	✓	
	Client Focus – Level 4 Able to support the diverse needs of the people who use our services and offer appropriate interventions when necessary	✓	
	Has a non-judgmental approach with the ability to demonstrate compassion and empathy whilst working within professional boundaries with the people who use our services.	✓	
Evidence of the ability to motivate people to meet their personal goals and lead a more fulfilling life	✓		
Additional requirements	Possession of a full current driving license with use of a motor vehicle for work purposes and prepared to travel across the region.		✓
	Enthusiastic with a high degree of personal motivation	✓	
	Ability to work 12 hour shifts on a rolling basis to cover a 24/7 service which will include, nights, weekends and public holidays	✓	
	Competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	

Overview of Hull and East Yorkshire Mind

Founded in 1976, we are a well-established voluntary sector organisation with over 40 years of experience delivering services predominantly in the East Riding of Yorkshire and Hull, and more recently in North East Lincolnshire, with some training courses delivered nationally.

Our mission is to meet the needs of people with, or at risk of, poor mental health. In delivering our mission we create positive change in communities and individuals. For the individuals we work with these include improved mental health, increased independence, reduced need for primary and secondary care, a clearer sense of purpose with ambitions for the future, increased self-confidence and a stronger voice for people who are mentally ill that is heard.

We currently deliver a portfolio of services which include:

- Early intervention and prevention work (training, skills, resilience) with individuals, employers, communities and schools.
- Support services including housing, residential therapeutic communities, talking therapies, one to one support and peer support.
- Move on services such as employability, vocational support and independent living skills.

For those engaging with our recovery services we measure change through a three step process:

1. Changes in wellbeing over time through the use of an evidence based tool (WEMWBS or Recovery Star)
2. Agreeing with each person using our recovery services a clearly defined goal
3. At the end of their time with us we work with the individual to assess how successful we have been at helping them achieve that goal and the impact their changed wellbeing and achieved goal has had on their lives.

We benefit from high and increasing levels of public respect and recognition. One of our four strategic aims is to change opinions with a specific focus on influencing public policy, ensuring the voice of people using services is heard and general education and awareness is raised.

We have a flexible and motivated workforce of around 70 staff, with 100 active volunteers and a number of social work students on placement. We are governed by a strong Board of Trustees with a wide range of experience.

Our Model of Mental Health Care (REACH)

At Hull and East Yorkshire Mind we believe it's important to understand what good mental health care looks like. This is more than just understanding the services we deliver, it's about the important elements common across all of our work that help us to understand why we work in the way that we do.

Different organisations have different priorities. We have defined ours using a simple framework that includes Relationships, Environment, Activity, Compassion and Hope. We call this REACH.

Relationships

Trusting, caring relationships are a core foundation of our mental wellbeing. To believe we are cared about we need to feel a human connection. Too often public services focus on maintaining artificial boundaries between those delivering and receiving services to the detriment of both sides. We use some common sense with our professional boundaries; if somebody wants a hug we give them one and if somebody wants to hear about our holidays we share what's appropriate. We expect our team to genuinely care for the people they are working with and, if that's not possible, conversations to be had early on about where the problem lies.

Environment

For those visiting our offices and community groups through to people living in our housing, a poor environment encourages poor mental health. If people feel safe, secure and valued they are much more likely to stay well and recover faster. We need to make sure the physical spaces and 'atmosphere' are welcoming. Where possible we need shared spaces and avoid cutting ourselves off in the 'staff offices'. We expect everybody working in our housing to be conscious that these are peoples' homes we are working in and be conscious of how our behaviour impacts on the environment.

Activity

We know that physical activity is vital to our health and wellbeing and that this is often overlooked when considering mental health care. We also know that activity includes many forms of occupation and how important having a role in society is for most of us. Without it we too easily lose our sense of self and worth and any intervention that doesn't address this vital area will always be temporary. All of our services will encourage paid work where possible, voluntary work where not and mainstream learning where appropriate. Our groups, information line and activities will promote physical exercise and the benefits this bring to mental health.

Compassion

Sometimes we're just too hard on ourselves. We see media portrayals of what 'normal' is supposed to be and beat ourselves up because we don't think we meet the standard. We need to get much better at showing compassion, not just to others around us, but also to ourselves. Sometimes it's OK to be different. People using our services come with all sorts of stories and histories. We want our compassionate approach to run through everything we do, from how we answer the phones to replying to emails and one-to-one interactions. To work at Mind, whatever job you are doing, you have to be able to show you care for the people we are here for.