



# Information Pack

## Mental Health Support Worker, Primary Care

(Maternity Leave cover up to nine months)

**Closing date:** 06 January 2025

**Interview date:** to be agreed

To discuss the post informally,  
please contact: Jenny Peterson –  
Service Manager on 01482 240200



# Job Description

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| <b>JOB TITLE:</b> Mental Health Support Worker   |
| <b>CONTRACT:</b> Full Time (37 hours; Fixed term to cover maternity leave)   |
| <b>LOCATION:</b> The post holder will be based in a GP surgery within Hull's Primary Care Networks. The post holder may occasionally be required to work at various sites and travel within the Hull area.   |
| <b>PRIMARY SERVICE AREA:</b> Working with people who access our services   |
| <b>SALARY:</b> £22,010.56 per annum (for 37 hours)   |
| <b>HOURS:</b> The post holder is required to work their contracted hours flexibly to meet the needs of our clients and the organisation which may include evenings, weekends, or public holidays.  |
| <b>REPORTS TO:</b> Service Manager   |
| <b>JOB PURPOSE:</b><br>Mental Health Support Workers will use their experience working in mental health to provide information, advice, guidance and signposting to individuals presenting to Primary Care in order to support and empower them within their recovery.   |
| <b>ROLE RESPONSIBILITIES</b><br><ol style="list-style-type: none"><li>1. To quickly build rapport to gain understanding of someone's current situation and create a plan for support.</li><li>2. To enable individuals to exercise choice about which support options they prefer.</li><li>3. To encourage people to make use of their own strengths, skills and strategies to maintain their mental wellbeing.</li><li>4. To understand and recognise the communities that people come from, or chose to be part of, and the ways in which these have and will shape their experiences.</li><li>5. To recognise and place value on people's personal experiences and knowledge which can complement, or provide alternatives to, medical or psychological models of mental health.</li><li>6. To provide information in such a way that it is understood clearly by those who may have complex needs, barriers to understanding or communication difficulties.</li><li>7. To share ideas about ways of helping people to achieve their goals and be actively involved planning their support.</li><li>8. To signpost people to various resources, support, and activities to promote choice and informed decision making.</li><li>9. As part of a multidisciplinary team, feed-back any changes in the presentation of people who use the service that are relevant to their wellbeing.</li><li>10. To recognise emergency situations and respond accordingly in line with training</li><li>11. To work collaboratively and in partnership with partner and other external agencies</li></ol> |

12. Ensure daily work ledger is up to date and maximises appointment time with clients.
13. Maintain accurate and up to date client records through the management system.
14. Encourage and record feedback from the people who use the service using project to help promote a culture of continuous quality improvement.

## **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.

It is the nature of the work of Hull and East Yorkshire Mind that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

# Person Specification

Please try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.

**Job Title: Mental Health Support Worker**      **Reviewed: June 2024**

| Area                           | Criteria  | Essential | Desirable |
|--------------------------------|---|-----------|-----------|
| <b>Key knowledge</b>           | Of mental health and social issues and strategies to resolve them   | ✓         |           |
|                                | Of issues and concerns of people who use mental health services, e.g. common barriers to living independently and the impact of stigma and discrimination                         | ✓         |           |
|                                | Knowledge and commitment to the rights of people who use mental health services   | ✓         |           |
|                                | Awareness of local community resources  |           | ✓         |
| <b>Relevant experience</b>     | Of recently working in a supportive and enabling role   | ✓         |           |
|                                | Appropriate knowledge/experience of mental health environments  | ✓         |           |
|                                | Of working or volunteering in health and social care, supporting vulnerable people with a wide range of mental health conditions  | ✓         |           |
|                                | First-hand experience of mental health issues, having lived through these yourself or as a carer  |           | ✓         |
|                                | Of training, teaching, coaching/mentoring others  |           | ✓         |
|                                | Of using a range of self-management or recovery tools and techniques  |           | ✓         |
|                                | Contact with secondary mental health services   |           | ✓         |
| <b>Key competencies</b>        | Commitment to the values of Hull and East Yorkshire Mind  | ✓         |           |
|                                | Able to plan and prioritise own workload whilst working as part of a team to ensure both client and project outcomes are met  | ✓         |           |
|                                | Ability to problem solve, think creatively and work in an enabling way  | ✓         |           |
|                                | Evidence of effective interpersonal skills which are tailored to the needs of the target audience   | ✓         |           |
|                                | Ability to anticipate changing needs and respond positively   | ✓         |           |
|                                | Able to manage conflict and help others to do so  | ✓         |           |
|                                | Has a non-judgmental approach with the ability to demonstrate compassion, empathy and respect whilst working within professional boundaries with the people who use our services. | ✓         |           |
|                                | Confident, enthusiastic with a high degree of personal motivation   | ✓         |           |
| <b>Additional requirements</b> | Commitment to undertake and complete any training identified as necessary for the performance of the role   | ✓         |           |
|                                | Ability and willingness to work flexibly through prior arrangement as the needs of the job dictates   | ✓         |           |
|                                | Competent in the use of IT programmes (e.g. Microsoft Outlook, Word, Excel) with the ability to learn new systems   | ✓         |           |
|                                | Possession of a full current driving license with use of a motor vehicle for work purposes and prepared to travel across the region.  |           | ✓         |

# Overview of Hull and East Yorkshire Mind

Hull and East Yorkshire Mind has been supporting people with mental health problems across Hull and East Yorkshire for over four decades.

We are an independent charity governed by a group of local trustees, affiliated to the Mind network made up of over 130 organisations across England and Wales. The network delivers services, campaigning and gives a voice to people with mental health problems, their families, carers and community. Hull and East Yorkshire Mind is also a housing association.

Our **VISION** is that we won't give up until everyone experiencing a mental health problem gets both support and respect.

Our **MISSION** is to work with partners to intervene as early as possible, providing advice and support to empower and give hope to anyone experiencing a mental health problem. We campaign locally to improve services and reduce stigma and discrimination.

As an organisation, we pride ourselves on our values and beliefs:

## **WE BELIEVE:**

- Everyone has mental health: there is no place for stigma.
- Everyone deserves the chance of a fulfilling life.
- Lived experience is powerful and can generate hope.
- Spaces where everyone can feel supported and safe, not judged but respected, are vital.
- Everyone brings something valuable to the work.
- We can effect change and will do everything in our power to improve lives.

## **WE VALUE:**

- **Being Human** – connecting meaningfully with one another creating relationships which help people to flourish.
- **Mind and Heart** – using our intelligence, stories, skills and life experience to show that we care and to make a difference.
- **Being Brave** – even in the face of uncertainty staying positive and boldly developing new things.
- **Travelling Together** – side by side with others, being kind and, through empathy, nurturing belonging.
- **Strong Foundations** – drawing on our history and learning to build reliable systems that work well without being over engineered.

# 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.

## Hope

Without a genuine belief that things can improve we get stuck and lose motivation. We all need positive role models in our lives and they should be a core part of any service we want to deliver. This isn't always easy and when somebody is acutely unwell it can be difficult to find the hope in what might seem a hopeless situation. Our job is to find that hope and help others see it. We must never shy away from this no matter how difficult it might seem.

# Summary of terms and conditions

## 1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

## 2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind. However, we reserve the right to deduct the cost of the disclosure if an employee leaves within 6 months.

## 3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

## 4. Pay

No automatic annual increments are payable except for any cost-of-living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

## 5. Annual Holidays and Holiday Pay

Annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition, paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

## 6. Payments During Sickness/Injury

Company sick pay comes into effect upon successful completion of probation. Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties, will receive full company sick pay for up to 6 weeks, followed by 2 weeks at half pay in a 12-month period.

## 7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Aviva. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally, staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

## 8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

## 9. Trade Union Membership

Employees have the right to join or not join a Trade Union.