



JOB DESCRIPTION

Job Title:	Mental Health Support Worker
Reporting to:	Recovery Support Service Manager
Hours:	3 days (22.5 hours)
Location:	Vine House, 1 & 2 Factory Yard, Hanwell, W7 3UG, but will be required to work in satellites within LB of Ealing
Information:	Funded by the London Borough of Ealing until March 2023

1. MAIN PURPOSE

To develop, coordinate and deliver a peer volunteer led community information and signposting service that will raise awareness of mental health, promote resilience and encourage access to related services to all residents of Ealing.

2. Key Tasks

- To recruit, train, coordinate and support a team of peer volunteers from underrepresented groups with lived experience of mental health and or homelessness.
- Set up and coordinate user informed structures.
- Shape service activities through the user informed structures.
- Coordinate and support peer volunteers to deliver service activities.
- Devise and deliver digital/social media campaign.
- Develop and deliver 3x peer led roadshows per year.
- Identify and maintain a record and supply of free and appropriate local community resources.
- Disseminate key messages through various channels within the local community.
- Contribute to the monitoring and evaluation of the work, providing statistics and reports as required, including on activity levels, peer volunteers and campaign impact.
- Engage in collaborative working with stakeholders and partnerships, including to establish referral pathways, to liaise on Mental Health in the community and to undertake joint working

3. Other Tasks

- Represent the organisation at meetings, briefings and networks
- Contribute to a range of internal meetings, including establish organisational priorities
- Work independently as part of the wider organisation reporting to the recovery services manager or operation manager as necessary
- Carry out own recording and reporting and administration as necessary



4. Organisation responsibilities

- Supporting our work by exploring potential case studies and examples of best practice in peer support
- Participate fully with the agreed support structures for the post, e.g. training and development
- Maintain safe working practices and work within statutory responsibilities and within EACH's policies procedures and professional guidelines e.g. Diversity, Health & Safety, Safeguarding, Code of Ethics
- Share information with professionals/agencies as appropriate (Data Protection Act, EACH's confidentiality policy and Information sharing protocols)
- Work within and adhere to applicable professional guidelines
- Work at all times with respect and sensitivity to the needs of volunteers and service users, championing their voice
- Undertake all duties in line with the objectives of the post and any other duties consistent with the responsibilities of this post.
- Where appropriate, staff may be asked to work at EACH's projects in the different centres.
- In some cases, staff may also be required to work hours additional to contract hours, for which time off in lieu (T.O.I.L) will be given.

JOB DESCRIPTION REVIEW

From time to time, this job description will be reviewed in line with the requirements of the project, funder and or other developments in the area of working with Mental Health in the Community



Criteria	Essential Criteria	Desirable Criteria
Qualifications & Education	<ul style="list-style-type: none"> • Good level of education to GCSE or above • Evidence of continuous professional development 	<ul style="list-style-type: none"> • NVQ 2 in health and social care • Adult learning qualification like PPTLS or DTTLs
Experience	<ul style="list-style-type: none"> • Experience of working with people who have experienced mental health issues • Experience of working with Black, Minority & Ethnic communities • Experience of producing project monitoring reports • Experience of working within the voluntary sector • Experience of managing and supporting volunteers • Experience of working with a variety of stakeholders • Experience of developing or putting together information and signposting service • Experience of coordinating volunteers • Experience of safeguarding 	<ul style="list-style-type: none"> • working peer volunteer led services (e.g. MIND, Carers association) • Training and supporting a team of peer volunteers from underrepresented groups with lived experience of mental health and or homelessness.
Knowledge	<ul style="list-style-type: none"> • Have a good knowledge of Mental Health Provision (nationally regionally and locally to Ealing) • Understanding of the barriers experienced by people affected by mental health in accessing support • Knowledge of health and social care issues • Knowledge of community engagement and empowerment processes and outreach methods • Knowledge and understanding of the concept of confidentiality, information sharing and able to work effectively within relevant policies including safeguarding 	<ul style="list-style-type: none"> • Understanding of the role of volunteers and their needs • Knowledge of a mixed communication channels and how to utilise them

<p>Skills & Abilities</p>	<ul style="list-style-type: none"> • Ability to work independently, and as part of a team. • The ability to set firm boundaries • Good IT skills - Experience of using Microsoft Office, including Word, Excel and Outlook and the Internet • Ability to communicate effectively, both verbally and in writing in English • Good interpersonal skills with the ability to liaise with others and work flexibly as part of a team • Willingness to attend training courses as necessary, both internal and external • Ability to prioritise and organise work • Knowledge and understanding of mental health issues and mental health policy in England • Excellent organisational and administrative skills • Manage time and resources and work under minimal supervision • Competency in basic social media including Twitter • Ability to work collaboratively with a wide variety of people • Excellent interpersonal skills and ability to deal with and resolve conflict situations 	<ul style="list-style-type: none"> • Ability to speak community languages, e.g. Arabic, Urdu, etc • Skills in design and marketing including social media • Able to develop schedules • Skills to record and edit videos, social media content, and soundbites.
<p>Other Requirements</p>	<ul style="list-style-type: none"> • Committed to the principles of equal opportunities and diversity • Highly motivated and driven by positive values, ability to motivate others • Resilient: stays focussed, works to deadlines, works well under pressure • 	