# Job Specification

**Job Title:** Community Wellbeing Support Worker

**Salary:** £11.67/ph plus+ travel costs (45p per mile)

**Hours of work:** Flexible

**Contract type:** Relief (Variable hours)

**Reports to:** Bath Mind Community Support Manager

**Location:** Community (clients homes) and25 Westgate Street office

**About Bath Mind**

Bath Mind was established in 1998 by a group of local people with lived experience of mental ill health who wanted to provide information and activities for people in the community.  Since then, we have worked hard to develop what we do in response to local needs.

Many of our current staff have lived experience of facing mental health challenges; we have a greater understanding of the community that we support.

We are in contact with over 3,400 people annually to improve, prevent and maintain mental health and wellbeing.

While we are affiliated to national Mind, we receive no direct funding from them. We are a self – sustaining, independent locally run charity.

**About Bath Mind’s Community Support service**

The Community Support Service provides flexible practical and emotional support to clients living with mental health needs in the community - including those living in rural areas of B&NES. The support provided is person-centred and aims to assist the client to live as independently as possible. The service was accredited by the B&NES Mental Health Commissioners in July 2017 and has grown substantially over the years so we are now a large and friendly team supporting a number of clients with diverse needs.

**Overall Responsibilities**

Relief Support workers within our team work with clients across BANES on a one to one basis. They may be called upon (sometimes at short notice) to provide cover for staff absence due to sickness, leave or training but may also work regular hours as required by the service.

Clients are supported to progress towards the goals on their individual support plans which may include support with daily living skills; maintaining a home or tenancy; budgeting and money management; accessing social/leisure facilities or employment, education and training opportunities; and improving physical and mental health, wellbeing and lifestyle choices.

Each client has management oversight and managers are always available to provide advice and support – something we recognise is hugely appreciated by staff who are lone working.

**Communication Responsibilities**

To adopt a team approach and be a proactive team member

To be non-judgemental and empathetic

To adhere to the policy of confidentiality and sharing of information

To be non-discriminatory

To promote positive perceptions of Bath Mind at all times

To liaise with users of Bath Mind services as required

To maintain positive working relationships with other employees and volunteers of Bath Mind

To attend supervision, appraisals and team meetings

To attend training and relevant courses for professional development

**Specific Responsibilities**

* To be flexible and responsive to the needs of clients as directed by their individual support plans.
* To enhance the confidence and coping abilities of clients through encouragement and positive feedback.
* To enable clients to develop skills in planning and self-organisation and to encourage them to maintain appointments and commitments.
* To advise, encourage and support clients to maximise their self-care and independent living skills.
* To encourage clients to identify their strengths and interests and to support clients in accessing social, leisure, education and work activities.
* To encourage clients to take as much responsibility as possible for their own physical and mental health and to access primary health care and other services.
* To assist in monitoring clients mental health and general well-being and to inform the Service Manager of any concerns or significant changes in their needs, presentation and circumstances.
* To promote clients self-esteem and enable them to express their preferences and make choices and decisions.
* To support clients in budgeting and managing their finances and to ensure that they are able to maximise their income by liaising with relevant support agencies.
* To advise and support clients with managing their tenancy and maintaining the safety, hygiene and comfort of their homes.
* To support clients in managing their medication.
* To maintain a high standard of person-centred care, encourage feedback from clients and other agencies and promptly report and document all complaints, suggestions and feedback.
* To document and report any concerns regarding risk or safeguarding with immediate effect to the Service Manager and (as appropriate) relevant authorities.
* To ensure that accurate records are kept in the prescribed format and document all work undertaken in support of clients, their progress, any concerns and any onward referrals, communication or liaison with other agencies.
* To notify your line manager of planned whereabouts and any deviations in support delivery from the rota and to submit accurate timesheets and expenses monthly.
* To carry out any other duties commensurate with the role, as required

**Benefits**

Employee Assistance Programme

Eligibility for charity discount via Blue Light Card

Free online membership to the [Soul Spa](https://www.thesoulspa.co.uk/?gclid=EAIaIQobChMIyNyTiIav9wIV0YBQBh2voQAMEAAYASAAEgLjIvD_BwE) in Bath

**Our Inclusive Recruitment Commitment**

Bath Mind is committed to encouraging equality, diversity, and inclusion (EDI) throughout our entire workforce. The aim is for our workforce to represent the diverse society we live in, and that our employees, volunteers, and clients feel respected and heard by Bath Mind.

We have active staff and volunteer networks for staff, volunteers, and EDI allies, and encourage new staff to ask questions and join if they are interested. Bath Mind is growing to fulfil our ongoing commitment in inclusion in the workplace. As an organisation that prioritises the mental health and wellbeing of all, we are determined to create meaningful and lasting equitable change across our charity.

# If you feel you are a great match for the job, but do not feel you meet all of the criteria we welcome you to submit an application.

**Person Specification**

Bath Mind is dedicated to supporting staff to enable them to carry out the role and responsibilities to the best of their ability and we are committed to developing staff with a comprehensive training package.

**Essential Criteria**

* Good awareness of Mental Health Issues
* Robust professional boundaries
* Good communication and listening skills
* Flexible, self-motivated and disciplined team player
* Ability to use initiative and work independently
* Good organisational/time-management skills
* Empathetic, caring and non-judgemental approach
* Good computer literacy
* Full UK Driving Licence and access to a vehicle with business insurance

**Desirable Criteria**

* Qualification in Care or Mental Health
* 12 months or more previous experience of working in a mental health supportive environment or other care setting.