# Job Specification

**Job Title:** Access Community Mental Health – Wellbeing Practitioner (Phone-based)

**Salary:** £27,807 per annum

**Hours of work:** 37.5 (5 days over a 7-day week on a 4-week rota pattern, including weekend and bank holidays)

**Contract type:** Permanent

**Reports to:** ACMH Service Manager & Deputy Manager

**Location:** Hybrid – working between the Bath Mind office and homeworking

**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 Access Community Mental Health Service**

The Access Community Mental Health Service is part of a system-wide transformation which will redesign how community mental health services are delivered and experienced, placing communities and individuals at the heart of what we do and how we do it.

The Access Community Mental Health service sits alongside and compliments those services provided by primary and secondary care. This is all about GP surgeries, hospitals and the third sector working together so anybody who needs a service sees the right person at the right time, through a single point of entry. Together, we are making sure we are walking alongside people who need support every step of the way, making sure they are ok, making sure they are accessing relevant support and then thinking about their next steps.

This delivers against the NHS’s vision for mental health care and support through more local, community mental health services and how community services should offer whole-person, whole-population health approaches.

Our Vision is to create services where people are recognised, valued, and supported. The same is true of our workplaces. We pride ourselves on our welcoming, inclusive, and safe spaces to work.

**Overall Responsibilities & Specific Responsibilities**

* Promote the service by linking in with external agencies to build relationships and promote the service offer, coordinate referrals into the service, and liaise and network with relevant statutory and third sector organisations.
* Taking referrals via phone and email, determining support requirements, and planning next steps.
* Triaging calls through the phoneline and supporting as appropriate. This includes people wanting to access the service and professional enquiries.
* Work with the person to identify their recovery pathway to move towards their goals, maintaining a person centred, flexible approach walking alongside the person, implementing interventions/safety plans via the phone.
* To signpost individuals who may not be suitable for the Access Community Mental Health service to additional support both within Bath Mind and externally.
* Manage a caseload of people for phone support.
* To conduct follow-up calls with people who have used the service in the past to gather retrospective feedback.
* Managing the Access Community Mental Health emails inboxes and responding to queries in a timely and professional manner.
* Work flexibly to meet the service needs, responding to referrals within in service timeframes.
* Ensure ICT systems and data recording systems are used appropriately in line with policies and procedures. Work with colleagues to ensure effective internal systems including but not limited to maintenance of records and GDPR compliance.
* Carry out work in accordance with policies and service procedures, current legislation, and quality standards. Be prepared for, attend, and engage in staff meetings, supervision, appraisals, and training as agreed with your line manager.
* To ensure high quality and consistent standards of service and excellent customer service.
* To work towards the principles of social inclusion, integration, and lifelong learning.
* To work flexibly and demonstrate an adaptable approach.
* To carry out any other duties commensurate with the role as required.

**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

**Benefits**

25 day’s holiday per year + Public and Bank Holidays (pro rata)

Workplace Pension Scheme

Sick pay

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**

* Experience and knowledge of working within mental health, supporting individuals experiencing a range of mental health problems and meeting their individual needs, possibly with training in an allied field such as counselling, mediation, advocacy or social work.
* A good understanding of recovery principles and the role of mental health services in the delivery of care.
* An understanding of a range of skills and interventions linked to wellbeing and recovery practice e.g., counselling, community signposting etc. and their role in supporting recovery and resilience.
* Well-developed listening skills and effective verbal communication skills, such as being able to engage appropriately with people, carers, colleagues, statutory and voluntary agencies, both face to face and by telephone.
* Ability to work flexibly in an environment that requires adaptability to changing needs in the community.
* Experience supervising members of a team and a willingness to take part in activities which support team working across geographical and organisational boundaries.
* A knowledge and commitment to service users’ rights, confidentiality, and equal opportunity/diversity issues.
* A commitment to the participation of people accessing our services in decision-making processes.
* Well-developed written communication skills, with the ability to produce letters, written reports, maintain accurate records and record required statistical information.
* A commitment to ongoing personal development and training.
* Experience of dealing with and reporting Incidents/Accidents/Near Misses and safeguarding reporting.

**Desirable Criteria**

* Experience of working with people over the phone to identify support needs and engaging individuals over the phone to put support into place.
* Car driver