# Job Specification

**Job Title:** Support Practitioner – Intensive Outreach

**Salary:** £15,457

**Hours of work:** 25 hours per week

**Contract type:** Permanent

**Reports to:** Bath MindIntensiveService Manager

**Location:** Bath

**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 Intensive Outreach Service**

To provide flexible support to clients with ill mental health living in their own homes across B&NES.

To work in collaboration with AWP providing support to prevent the need for hospital admission (step-up) or to clients leaving psychiatric care (step-down) by delivering intensive mental health support to people in their own homes.

Intensive Outreach Service offers support between the hours of 8am-9pm, seven days a week. However, the majority of the visits are undertaken between 9am-5pm Mon-Fri. **We offer staff flexible working hours.**

**All applicants must have access to a car and have a full driver’s licence.**

**Overall Responsibilities**

* To provide additional mental health support to people referred to Bath Mind by AWP
* To work in collaboration with AWP to best support client’s needs
* To comply with Bath Mind organisational policies and procedures
* To record daily activities, incidents, and relevant statistical information
* To respond to enquiries made by phone, in person, and by email
* To maintain good working relationships with all parties involved with the project
* To maintain a positive, empowering, and equal opportunities environment for both clients and staff
* To work within and maintain current legislative standards to a high degree
* To maintain standards of Health and Safety and responsible behaviour

**Communication Responsibilities**

* To adopt a team approach and be a proactive member of staff
* To make thorough work records, passing on any necessary information to other agencies involved with care
* To make sure written communication is clear and professional
* To maintain positive working relationships
* To attend regular supervision with service manager
* To complete detailed support plans with clients, making sure all client’s needs are communicated
* To respond to each client empathically and non-judgementally
* To adhere to all policies and procedures in respect of confidentially of information
* To be non-discriminatory and to work within Bath Mind’s Equalities Policy
* To attend and actively partake in regular staff meetings

**Specific Responsibilities**

* To actively support clients with their mental health and wellbeing
* 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 support clients in managing self-medication programmes
* Provide person centred support through appropriate interventions and jointly agreed action planning
* To communicate events/incidents to relevant parties
* To maintain good record keeping and communication at all times
* To assist clients as required in aspects of confidence building, domestic skills, budgeting, social skills, and to provide support to participate in community-based activities
* To support clients in the community
* To effectively refer clients to further services if required
* To take part in development training as required
* To work positively as part of a team
* To attend meetings relevant to the service
* To be supervised and appraised to develop professional skills
* To adhere to the policies and procedures of the project and its partners
* To help develop and positively promote the project to the wider community
* To maintain a high standard of client care, encourage feedback from clients and other agencies and promptly report and document all complaints, suggestions and feedback
* To notify your Line Manager of planned whereabouts and any deviations in support delivery from the rota and to submit accurate timesheets monthly.

**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

Clinical supervision

AWP wellbeing support for social care workers in BaNES

Mileage allowance

**Lived experience**

Whilst we welcome lived experience and encourage our staff to look after their wellbeing, we are unable to recruit new employees who have used our services within the last 12 months in the best interests of staff and the people we support.

**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.

* Knowledge of mental health support
* Flexible, self-motivated and disciplined approach when dealing with professionals and clients
* Robust professional boundaries
* Good management of time
* Good interpersonal skills
* Good written and verbal communication
* Active listening skills
* Self-confident and the ability to use initiative.
* Resilience
* Previous or relevant skills transferrable to mental health setting

**Desirable Criteria**

* An understanding of AWP teams
* Previous experience of working in a mental health service and/or social care setting
* Knowledge of Safeguarding
* Good knowledge of support groups in B&NES community
* Previous training or qualifications in mental health