# Job Specification

**Job Title:** Support Practitioner – Orchard House

**Salary:** £18,548.40 per annum

**Hours of work:** 30 hours per week

**Contract type:** Permanent (to start October 2023)

**Reports to:** Orchard House Manager

**Location:** Midsomer Norton (BaNES)

**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 Orchard House**

Bath Mind are seeking to recruit Support Practitioners to work within Orchard House, our new mental health crisis support house based in Midsomer Norton, BaNES.

This is a fantastic opportunity to make a positive impact by supporting four clients to develop their own strategies to enhance their mental health and wellbeing before returning to their communities. Clients accepted into Orchard House will be referred to the home through our local statutory Avon and Wiltshire Mental Health Partnership (AWP) either before being directly discharged from a psychiatric setting or to avoid needing a psychiatric placement. The crisis support house will offer a temporary safe place for respite and a sanctuary with 24 hour staff support for people who are experiencing a decline in mental health or other life challenges that are affecting their wellbeing.

**Full training will be provided for successful candidates.** The candidate will ideally have experience of mental health services, an interest in promoting positive health and wellbeing and will possess a caring, compassionate and empathetic nature.

**Overall Responsibilities**

* To provide mental health and practical support to people staying within Orchard House
* To support and uphold risk management awareness and practices
* To comply with Bath Mind and partner organisational policies and procedures
* To work in collaboration with statutory mental health partners across BaNES, Swindon and Wiltshire
* To record daily activities, incidents and relevant statistical information
* To respond to enquiries made by phone and in person
* To maintain good working relationships with all parties involved with the project
* To work positively as part of a team
* 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 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 actively support clients with their mental health and wellbeing
* 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 during their stay when accessing the wider community
* To effectively refer clients to further services if required
* To work to a fixed rota including mornings and afternoon/evening shifts. This rota does not include sleep-in shifts
* To take part in development training as required
* To work positively as part of an on-site team
* To attend meetings relevant to the service
* To be supervised and appraised to develop professional skills
* To work within confidentiality applying the principles of data protection and record-keeping and data-sharing, and compliance with the 2018 Data Protection Act (GDPR)
* To promote the organisation and its values and beliefs at all times to maintain its good reputation
* 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

**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**

* Knowledge of mental health issues
* Flexible, self-motivated and disciplined approach when dealing with professionals and clients
* Robust professional boundaries
* A polite and courteous manner
* Good management of time
* Good interpersonal skills
* Good communication and listening skills
* Ability to work as part of a team
* Self-confident and the ability to use initiative

**Desirable Criteria**

* Previous experience of working in a mental health services and/or social care setting.