# Job Specification

# Job Title: Orchard House – Relief Support Practitioner

**Salary:** £11.67 + £55 for each sleep in completed

**Hours of work:** Variable Shifts (0 hours)

**Contract type:** Variable Agreement

**Reports to:** Orchard House Service Manager

**Location:** Midsomer Norton

**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 the Orchard House service**

Orchard House are seeking to recruit Relief Support Practitioners to work within our new mental health crisis support house based in Midsomer Norton, BaNES which only recently opened their doors to people they will be supporting in September.

This is a fantastic opportunity to make a positive impact by supporting four people to develop their own strategies to enhance their mental health and wellbeing before returning into their communities. People that are accepted into the crisis support 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.

**Overall Responsibilities**

To provide mental health and practical support to people staying within the crisis support 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

To provide essential cover for contracted staff absence

**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 supply support for contacted staff absence by agreeing to work shifts including mornings and afternoon/evening shifts, plus sleep-in duties.

To take part in development training

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**

Attractive entry level into mental health support

Support development opportunities

Employee Assistance Programme

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

Eligibility for charity discount via Blue Light Card

Sleep-in rate at an extra £55 per night

**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.

**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.

**Person Specification**

**Essential Criteria**

* Available/flexible time within a week
* 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