# Job Specification

# Job Title: Relief Support Practitioner – Orchard House

**Salary:** £ 12.33 per hour + additional £55 per sleep in

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

**Contract type:** Variable Agreement (employment to start September/October 2025)

**Reports to:**  Mental Health Crisis House Manager

**Location:**  Midsomer Norton (BaNES)

# About Bath Mind

Bath Mind are a local and independent mental health charity working across Bath & North East Somerset. While we are affiliated to the national Mind charity, we receive no direct funding from the national charity and work independently to develop our own services that suit local needs.

Established in 1998 by a group of people with lived experience of mental illness, we work tirelessly to provide support, information, advice, and activities for individuals in our community. We are in contact with thousands of individuals annually to support them with a greater understanding of their mental health, focusing both on preventing mental ill health and improving mental wellbeing.

# About Orchard House

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

Orchard House is a non-medical house for mental health support based in Welton, Midsomer Norton. The service provide 7-10 days’ accommodation and support for up to four adults experiencing a mental health crisis, experiencing a decline in mental health or other life challenges that are affecting their wellbeing. People who stay at Orchard House are 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 service provides a calm and safe environment with trained staff available 24/7, including overnight staff for emergencies.

Full training will be provided for successful candidates. The successful 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 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 supply support for contacted staff absence by agreeing to work shifts including mornings and afternoon/evening shifts, plus sleep-in duties
* 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 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

25 day’s holiday per year + Public and Bank Holidays\* (pro rata) with the ability to substitute one or more of the 4 religious bank holidays for alternative dates

Workplace Pension Scheme

Sick pay

Clinical Supervision

Employee Assistance Programme

Eligibility for charity discount via Blue Light Card

# Our Inclusive Recruitment Commitment

Bath Mind is committed to encouraging Equality, Diversity, Inclusion and Equity (EDIE) 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 EDIE 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 accessed 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

A DBS check and two references are required prior to the appointment of the successful candidate.