**Springfield Mind Community Mental Health Link Worker Team Leader**

**Job Description**

**Responsible To:** Services Manager

**Responsible For:** Supporting volunteers

**Location:** Worcestershire

**Hours:** 35 hrs per week (including weekends)

**Salary:** £23,899.09 per annum pro rata

**Overall Purpose**

The postholder will be in charge of handling half of the caseload and half of the coordination of staff, managing volunteers, drop-in, and peer groups (this ratio will heavily depend on project need) in Worcestershire. The postholder will be responsible for providing a high-quality, service-user-focused service to local residents who are suffering from or recovering from mental health and/or wellbeing. The postholder will also work directly with individuals experiencing mental health challenges to meet their needs in terms of social factors, wellness, and other health determinants. The Community Mental Health Link Worker Team Leader will have to work in our partnerships (including Onside, Worcestershire Association of Carers and the NHS but not exhaustive).

This role will be instrumental in enabling individuals to link up all elements of treatment and support and help them to navigate both primary and secondary mental health services and wider community options.

**Drop-in/peer groups**

1. Develop and deliver drop ins/peer groups across the allocated areas
2. To facilitate a welcoming, safe environment for individuals to access signposting, information and peer support
3. To offer guidance and support to peer to peer networks as and when required
4. Provide a listening ear in relation to mental health issues and needs relating to social factors, wellbeing and wider determinants of health
5. Help people to identify any wider issues which are impacting on their health and wellbeing, such as debt, loneliness, diet, physical activity or poor housing and make referrals to the Social Prescribing and Lifestyle Advice services
6. Assist individuals to link up and coordinate all elements of their treatment and support available including wider community support, information and advice
7. Grow and maintain strong working relationships with the wider communities, health and social care communities
8. Provide light refreshments
9. Secure appropriate local venues to support the delivery of the drop in/peer groups
10. Oversee the work of a team and volunteers

**Operational duties**

1. To train practitioners and volunteers to ensure the smooth running of the service is in line with the policies and procedures of Springfield Mind.
2. To be responsible for triaging, risk assessing and assessing service users at initial entry into the service
3. To provide regular assessment to ensure the service is still beneficial for the service user
4. To coordinate the project on a day-to-day basis and provide support for the practitioners, volunteers and services users.
5. To chair and manage a weekly team meeting with the practitioners - developing topics for self-guided sessions, managing team allocations and ensure practitioners wellbeing.
6. To ensure practitioners work within the role description and manage boundaries
7. To ensure that sessions run to time and are well designed to allow service users to engage fully and maximise their enjoyment and beneficial impact
8. To ensure effective communication with the wider Springfield Mind team, including the promotion of the service
9. To work in conjunction with professionals from other organisations in service delivery team - Onside, WAC and NHS but not exhaustively, providers/referrers to ensure a holistic approach to service delivery
10. To implement and adhere to all organisational policies and procedures

**Administrative duties**

1. To ensure all service users, volunteer and staff files are kept up to date
2. To ensure all monitoring is collected and input on the database system promptly
3. To undertake and ensure all practitioners have completed induction, risk assessments and ongoing training to support them in their roles
4. To support the line manager in ensuring all staff have completed induction, risk assessments and ongoing training to support them in their roles.
5. To maintain records legibly and accurately, according to service objectives using the appropriate documentation relevant to the service and following Springfield Mind’s policies and procedures
6. To handle and record any cash transactions
7. To line manage and provide supervision and appraisal opportunities with Service Lead for practitioners
8. To ensure that information is accurate, relevant and up to date for service users
9. To ensure the confidentiality of information is protected in accordance with current legislation including the Data Protection Act
10. To seek and record service users’ feedback and encourage them to complete an evaluation to understand if service users’ needs and outcomes are being met
11. To use appropriate systems for data capture, case management, feedback and reporting, including Care notes, adhering to data protection legislation and data sharing agreements
12. To work as part of the team to seek feedback, continually improve the service and contribute to business planning
13. To report and record all incidents, accidents and concerns in line with Springfield Mind’s policies and procedures
14. To follow and adhere to Springfield Mind’s and the local authority’s safeguarding procedures
15. To manage a team of volunteers and offer them guidance and support
16. To ensure the confidentiality of information is protected in accordance with current legislation including the Data Protection Act
17. To seek and record service users’ feedback during every session and complete an annual evaluation to understand if service users’ needs and outcomes are being met
18. To ensure all new service users receive the correct induction
19. To help prepare reports and evidence of the outcomes for line management
20. To ensure resources and equipment is prepared promptly
21. To manage the team rotas and ensuring all teams are staffed accordingly
22. To coordinate and ensure delivery of consistent service

**General responsibilities**

1. Facilitate one point of access for VCSE support and signposting
2. Triage individuals and provide signposting information
3. Build and coordinate relationships with the wider mental health team, practice staff, neighbourhood teams and other key services and professionals
4. Work closely with all key staff in GP practices, attending relevant meetings and becoming part of the wider network team to encourage referrals and ensure that there is a clear understanding of the role of a Community Mental Health Link Worker
5. Ensure the service is integrated within the related provision, in particular, Social Prescribing and Lifestyle Advisor services.
6. Work as an integral part of the new Community Mental Health Transformation programme, providing feedback as appropriate and contributing to the implementation of this new way of working
7. Work with other VCSE delivery partners to ensure the provision of a seamless and integrated service
8. Assist individuals to link up and coordinate all elements of their treatment and support available including wider community support, information and advice
9. Equip individuals with preventative coping mechanisms for low-level mental health conditions eg stress at work, the first presentation of low mood/anxiety symptoms etc
10. To refer/ engage people back to other health professionals/agencies where appropriate

**Marketing and Promotion**

1. To promote all of Springfield Mind’s services in the wider community
2. To promote public health campaigns

**Personal Development**

1. To take part in appraisal and attend regular supervision sessions
2. To be committed to learning through staff training and self-development
3. To ensure effective communication with the wider Springfield Mind team and attend peer and team meetings
4. To implement and adhere to all organisational policies and procedures

To undertake any other duties or projects relevant to the nature of the position. This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and is subject to change.

This role will involve working in different locations and will require you to travel across the county including isolated rural areas. The ability and means to travel independently across Worcestershire are essential.

There may be occasional evening and weekend work which will be considered as part of your normal working hours.

**Person Specification**

Springfield Mind is committed to employing staff that have the necessary skills and experience to undertake the duties required of each role.  In addition, Springfield Mind is committed to developing and supporting staff, enabling each individual to carry out the responsibilities of their post to the best of their ability. Staff are encouraged to take part in a comprehensive training package.

The organisation would expect the following from staff:

**A = Application I = Interview**

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| --- | --- | --- | --- |
| **Essential** | **A/I** | **Desirable** | **A/I** |
| **Qualifications/ Education**  Educated to A level / higher diploma or equivalent level of knowledge and experience in mental health.  Evidence of continuing professional development  Pass level at GCSE Maths and English | A  A  A |  |  |
| **Knowledge and Experience**  Experience of working with and coordinating volunteers  Proven track record of supporting vulnerable individuals in a community setting  Experience of the delivery and coordination of a programme of services  Experience of accurate data input  Experience of working with a wide range of partners and effective networking  Up to date knowledge of mental health and key issues linked to wellbeing  Understanding and ability to work effectively and lead a team of (e.g. volunteers)  Experience of developing and delivering successful workshops to a diverse range of people  Experience of delivering against agreed targets  Experience of public speaking  Familiarity with traditional and modern training methods (classroom based, e learning, workshops, simulation etc)  Experience of building effective working relationships with both immediate management and wider professionals    Experience of working with people with varied mental health conditions    Experience of managing a small team  Working knowledge of person-centred support | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A  A/I  A/I  A/I  A/I  A/I | Experience of supporting people with additional needs  (e.g. learning difficulties, Dual diagnosis)  Working knowledge of relevant legislation including health and safety and the Mental Capacity Act  Up to knowledge of local services  Experience of using a CRM system | A/I  A/I  A/I  A/I |
| **Skills and Abilities**  Car driver and full license holder  Have excellent communication skills both verbally and written  Excellent interpersonal skills and the ability to work proactively with a diverse range of people  A clear understanding of confidentiality when dealing with matters relating to staff/volunteers and service users  Demonstrate self-awareness, an understanding of the impact on others and an ability to manage self and maintain professional conduct in difficult and challenging situations  Ability to carry out the physical requirements of the post, with any reasonable adjustment being made underline management.  Ability to deal with the public in a polite and effective manner  Ability to manage and prioritise own workload  Demonstrable self-awareness, an understanding of the impact on others and an ability to manage self and maintain professional conduct in difficult and challenging situations.  Ability to manage owns emotions and boundaries in times stressful periods  Flexible approach to working  Ability to lone work as well as part of a team  Ability to negotiate with and manage external agencies needs within the scope of the project brief  An understanding of the value of community activities for people experiencing mental distress    Demonstrate honesty and integrity.  Excellent working knowledge of the internet and Microsoft Office, specifically Excel, Word and PowerPoint | A/I  A/I  A/I  A/I  A/I  A  A/I  A/I  A/I  A/I  A/I  I  A/I  A/I  A/I  A/I |  |  |
| **Personal Attributes**  Customer/ service user focus  Self-motivated and resourceful  Able to maintain strong and appropriate boundaries  Empathetic  An enthusiastic and innovative approach  Flexible approach working practices including evenings/ nights and weekends  A commitment to promoting equality and diversity in the workplace and in service delivery and development  Able to maintain strong, appropriate relational boundaries and relationships | A/I  A/I  A/I  I  A/I  A  A  A/I |  |  |