



in Tower Hamlets
and Newham



Support Worker – Reaching Communities LEAP Project

JOB DESCRIPTION

Job Title: Support Worker – Reaching Communities LEAP Project

Grade: NJC Scp 7 – Scp 14 currently £23,096 - £26,004 per annum inclusive of Inner London Weighting.

New appointment to this role will be appointed at Scp 7. (Pro-rata salary for 28 hrs is £18,476.80 per annum inclusive of Inner London Weighting)

Accountable to: Project worker

Office Base: Open House, 13 Whitethorn Street, London, E3 4DA and will be required to work across the London Boroughs of Newham, Redbridge and Tower hamlets

Hours 28hrs per week (may include some evening work)

Contract Term: Until June 2022

Management Structure

Mind in Tower Hamlets and Newham staff are accountable to the CEO. The Support Worker of the Reaching Communities LEAP Project will be supervised by the Project Worker who reports to the Operational Director.

Background Information

The LEAP Project is an exciting new initiative which will provide people with lived experience of mental health, the opportunity to become Community Peer Leaders (PL's). With training and support they will facilitate and develop their own creative and independent social community groups (CG's) within their local communities across the London Boroughs of Tower Hamlets, Newham and Redbridge. This project is funded for 5 years and the role is suited to somebody with a dynamic and creative personality who is committed to user involvement, co-production and understanding of the value of Peer Led groups in improving quality of life and mental wellbeing.

Overall Purpose of the Post

The purpose of this post is to develop and maintain good promotion of the project and its activities. The Support Worker will be expected to support the facilitation and development of the group activities programme, ensuring respect and sensitivity to users' customs, values and beliefs at all times and to monitor and maintain a safe and welcoming environment where activities take place.

Key Responsibilities

1. Assist the Project Worker in the development and delivery of the LEAP project, including promotional and outreach activity to encourage greater participation.
2. Register new group members to our 'Views' database, and undertake individual risk assessment to ensure a safe and comfortable environment.
3. Deal with any enquiries the project receives and offer information and advice accordingly, providing options and signposting to other services as appropriate.
4. Assist the project worker to support Peer Leaders through training and development, enabling them to assist in the delivery and facilitation of group activities.
5. Develop, encourage and support the involvement of group members in all aspects of the sessions with an aim to promote interest for future Peer Leaders.
6. Maintain positive contact with group members ensuring good, open communication channels and support is available.
7. Support the Project Worker in identifying opportunities for partnership working and any gaps in provision.
8. Support the Project Worker in collating any feedback and monitoring from members or Peer Leaders to influence and guide both practice and activity within the project.
9. Promote and publicise the project both within the service and the wider community through a range of various communication channels and awareness events/activities.
10. Support the development of strong partnerships with both the voluntary and statutory sector.
11. Maintain supportive and boundaried relationships with Peer Leaders and group members.

12. Learn and be able to put into practice de-escalation techniques, responding calmly to potentially disruptive incidents and seeking assistance when required.

Administration

13. Attend regular staff meetings and supervision to ensure involvement of staff and Peer Leaders in planning and evaluating the project
14. Maintain statistical information and support the production of clear reports and data as requested by the Big Lottery Community Fund
15. Keep records of all expenditure and income received
16. Be administratively self-servicing.
17. Flexible approach to work as the role may require you to work evenings

Duties required of all Employees

18. Undertake the induction programme as devised
19. Attend and participate in staff meetings, team meetings, appraisals, training and other meetings as required
20. Undertake all duties in accordance with Mind in Tower Hamlets and Newham's policies, with reference to the Equal Opportunities and Health and Safety policies to maximise safety of clients and staff.
21. Undertaking other duties and accepting special responsibilities to maintain or enhance the services delivered by Mind in Tower Hamlets and Newham
22. To effectively manage any petty cash or financial issues within the finance procedures laid down.
23. To carry out other duties consistent with the post

This job will be reviewed periodically in line with the organisation's Business Plan. Mind in Tower Hamlets and Newham aim to reach agreement on changes, but if agreement is not possible, Mind in Tower Hamlets and Newham reserves the right to change the job description

PERSON SPECIFICATION

Support Worker (Reaching Communities LEAP Project)

E = Essential

D = Desirable

Experience		
1.	Demonstrable experience of a recovery approach, when working with people with Mental Health issues	E
2.	Demonstrable experience in health and/or social care	D
3.	Experience of delivering or supporting training programmes to developing and motivating people to achieve their potential	E
4.	Demonstrable experience of establishing good working relationships with other provider organisations	D
5.	Experience of delivering group work, supporting and motivating group members with confidence and positivity	E
Knowledge		
6.	Knowledge and awareness of the impact of mental health as well as the principles of recovery, resilience and wellbeing	E
7.	Good knowledge of local services within the community including statutory and non-statutory services	D
8.	Good understanding of models of good practice and national developments around service user representation and involvement	E
Abilities & Skills		
9.	Self-starter who is enthusiastic, energetic and solution focused	E
10.	Ability to work well under pressure and deal with conflicting demands	E
11.	Excellent standard of written and spoken English and IT skills	E
12.	Ability to facilitate groups	E
13.	Ability to engage with the local providers and to work in partnership with other agencies	E
14.	Ability to be fully self-servicing, including a sound level of computer literacy	E
15.	Ability to plan, prioritise and manage deadlines and workloads	E
General		
16.	Ability to work flexibly. This may include some evenings	E
17.	A respect for difference and an understanding of and commitment to anti-discriminatory practices	E
18.	The ability to work independently , using remote management	E