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### Job Description and Person Specification

### JOB TITLE: Support Worker – New Horizons Project

**GRADE:** NJC Scp 7 – 14 (£23,634 - £26,622 p.a. incl ILW), pro rata to 28 hours, at scale point 7 this is currently £18, 907 per annum

**RESPONSIBLE TO:** Project Coordinator

**BASE:** Open House, 13 Whitethorn Street, London E3 4DA (although you may be required to work in other locations either temporarily or permanently

**HOURS:** 28hrs per week (including evenings and some weekends)

**CONTRACT:** 3 Years, ending 31st Dec 2023

**Management Structure**

Mind in Tower Hamlets and Newham staff are accountable to the CEO. The New Horizons Support Worker will be supervised by the Project Coordinator who reports to the Operations Director.

**Background on the Service**

Mind in Tower Hamlets and Newham are setting up an innovative new peer led service in Tower Hamlets. The New Horizons project will provide a platform for 120 people with lived experience to access peer support, improving access to health provision and reduce the risk of homelessness.

**Overall Purpose of Post**

The post holder will support the development of peer groups and networks to enable people to access early interventions and reduce the risk of mental health crises. They will provide support and signposting to local residents in Tower Hamlets, responsible for setting up peer support opportunities in as a well as supporting people with lived experience to develop the skills and confidence to become peer leaders in their community. We are committed to a strength-based approach that does not focus solely on symptoms and which emphasizes resilience and control over life’s challenges.

**Key Performance indicators**

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| 1, | Provide per led support services and opportunities to 120 clients (over 3 years) |
| 2. | Deliver 4 training workshops for peer volunteers per year |
| 3. | Establish 4 support groups per year transitioning the group to becoming peer led |
| 4. | Train 12 peer leaders (over 3 years) |

**Responsibilities**

1. Provide support on a range of practical, emotional and social issues to people with lived experience of mental health and improve their access to services including health, social and housing advice and support.
2. Set up peer support groups across the borough to reflect localised issues and ensure that peer support is available and accessible.
3. Build positive relationships with clients, peer volunteer and peer workers and work with them to establish and achieve their goals through personal development plans.
4. To tailor the support package offered to people, ensuring that a strength-based approach is used to build networks and resilience.
5. To work with the colleagues to design, develop and deliver a high quality and impactful service, building on the ideas and innovations from a range and stakeholders.
6. Liaise with local community organisations and groups to identify opportunities for peers to develop their skills and knowledge
7. Work with Mind in Tower Hamlets and Newhams Coproduction team to ensure that the service is reflective on the needs of the local community
8. Develop and maintain strong working links with other voluntary and statutory agencies to link in service users and increase the range of services available for them
9. Develop and deliver training/and or workshops for people with lived experience on a range of topics including disability awareness, managing in a crisis and peer leadership

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1. To ensure all monitoring activities are achieved, ensuring that all the data is collected and processed.
2. Work closely with the Project Coordinator to complete the required monitoring and evaluation reports to meet quarterly deadlines.
3. Assist in the planning of Mind in Tower Hamlets and Newhams programme of events, activities and Anti Stigma activities across the organisation.
4. To deliver a culturally sensitive service where clients from a diverse range of backgrounds can access support and have their cultural beliefs and issues understood.
5. Provide a service that responds sensitively to varying factors, including cultural, language needs, gender and disability etc.’
6. Work closely with colleagues and managers to respond to emergencies and support needs of callers to the service

**Duties required of all Employees**

1. To maintain accurate case records relating to each attendance and be administratively self-servicing
2. Maintain accurate and up to database records to effectively monitor activity and to produce quarterly monitoring reports for funding Commissioners
3. Provide timely and accurate reports and statistics on service activities as and when required by the Director, Executive Committee and funders
4. Participate in agreed Rota to provide reception and other absences within the organisation, providing cover for colleagues, for example, facilitating group in their absence
5. Undertake the induction programme as devised and assist in induction of new staff, if requested to do so
6. Attend and participate in staff meetings, team meetings, appraisals, training and other meetings as required
7. Contribute to the co-ordination, training and support of volunteers as agreed with the CEO and operational manager
8. Undertake all duties in accordance with Mind in Tower Hamlets and Newham’s policies, with particular reference to the Equal Opportunities and Health and Safety policies to maximise safety of clients and staff.
9. Undertaking other duties and accepting special responsibilities to maintain or enhance the services delivered by Mind in Tower Hamlets and Newham
10. To carry out other duties cconsistent with the post

30 To effectively manage any petty cash or financial issues within the finance procedures laid down.

**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**



**Support Worker – New Horizons: Person Specification**

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|  | **Qualification** |  |
| 1 | A health and social care/Advice and Guidance qualification or equivalent | E |
| 2 | Trained in Disability Awareness | D |
|  | **Experience** |  |
| 3 | Experience of working in multi-cultural communities with people affected by mental health issues | E |
| 4 | Experience of working within community-based projects and engaging with these communities to find solutions and reduce the stigma associated with mental health | D |
| 5 | Experience of supporting the personal development of peer volunteers | E |
| 6 | Experience of setting up and facilitating community groups and supporting the development of new groups and activities | E |
| 7 | Experience of managing own workload and working on your own initiative | E |
|  | **Knowledge** |  |
| 8 | An understanding of Mental illness and the impact it can have on individuals, carer's and their families | E |
| 9 | Knowledge of local services and support providers (Statutory and Non statutory) | E |
| 10 | An understanding of the impact the mental health has on a range of social, financial and health outcomes and the ability to support clients around to address these areas | E |
| 11 | An excellent understanding of the principles of Co-Production, recovery and/or Peer Support Models |  |
| 12 | Knowledge of the legislation related to housing, welfare and employment |  |
|  | **Abilities and skills** |  |
| 13 | Excellent IT skill, Microsoft Word, Excel and database management | E |
| 14 | Good listening skills with the ability to reflect and provide feedback | E |
| 15 | Be responsible for own professional development and finding creative solutions | E |
| 16 | The ability to communicate with people from a range of backgrounds | E |
| 17 | Ability to speak a second language (Bengali, Somali, Polish etc.) | D |