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Supported Self Help Practitioner

Recovery and Wellbeing Service

# Job Description and Person Specification

# Job Title: Supported Self-Help Practitioner

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**Grade:** NJCSCP 11 currently £27,693 per annum, Inclusive of Inner London Weighting. Based on 22.5hrs per week is £16,615.80 per annum (Inc ILW)

**Hours:** Full time,22.5 hrs (may include some evenings and weekends, hybrid working available)

**Accountable to:** Operations Director – Mental Health Support Services

**Supervised by:** Service Manager – (Mental Health Services)

**Location:** Tower Hamlets

**Contract Term:** Until October 2025

**Closing Date:** 9am Monday 18th September 2023

**Interviews:** Week commencing 25th September 2023

**Job description**

Supported Self-Help is an early intervention service co-produced between national Mind and local Minds and informed by lived experience. The intervention has been active for over 7 years and over the pandemic Mind Cymru and the local Minds in Wales offered a pan-Wales service to support people during the pandemic. As a result, Mind has invested money to scale the offer across the Mind Network to support the growing mental health need in the aftermath of the pandemic. We are paying a particular focus on our strategic priority audiences as we know they are disproportionately affected: those are young people, people experiencing poverty and people from racialised communities.

**Purpose of role**

The aim of this exciting role is to contribute to the delivery of Mind’s supported self-help programme. National Mind and local Minds will work together (and with other partners) to ensure people have access to a high-quality mental health service.

In this role, you will be based within a local Mind that is part of this Federation-wide approach to the delivery of supported self-help.

**Adopting our organisational culture**

We have a strong reputation for delivering high quality services and achieving positive outcomes.

Our practices are underpinned by our Kindness Charter, Professional Code of Ethics, Code of Conduct and organisational values. We expect everyone to embrace our culture, ethos and our anti-racist, anti-discriminatory and inclusive practices throughout their work.

**Key Responsibilities**

1. To be responsible for a client caseload of supported self-help clients.
2. To work with people to overcome early signs of mental health distress such as anxiety, depression and stress.
3. To follow a set programme in providing graded exposure via a facilitated self-help model, including referring people to higher levels of intervention when required and/or signposting to other services that might help them to maintain wellbeing.
4. To ensure all referrals go through the digital platform and to manage the CMS (Views) processes efficiently to draw down referrals.
5. To deliver an effective service to meet set local Mind Service Level Agreement targets.
6. To establish positive client engagement and input, as well as being involved in promoting general aspects of well-being.
7. To maintain all required records of clients’ personal data and wellbeing outcomes, as agreed with programme managers, to support the running of this programme.
8. To work as part of the local Mind therapeutic team, the organisation-wide team and as part of the Programme delivery team across England, Wales and the Channel Islands.
9. To build and maintain positive relationships with key partner agencies and programme staff.
10. To undergo any training relevant to the role either internally or externally, most importantly the supported self-help training provided by national Mind.
11. To promote the concepts of social inclusion, early intervention and recovery and ensure this underpins the direction of supported self-help activities.
12. To work within Mind’s ethos and Mission Statement.
13. To ensure there is a commitment to equal opportunities and to follow policies and procedures.

1. To keep abreast of local services relating to well-being.
2. To participate in supervision and annual appraisal with the relevant manager and to attend clinical supervision as required.
3. To assist in ensuring any incidents or disputes are dealt with promptly and fairly in line with Mind’s policies and procedures and brought to the attention of management.
4. To attend programme workshops and meetings and contribute to the learning and development of the programme.

**General**

* Comply with, promote, and contribute to the development of MindTHNR’s: Aims and

Values, Equality, Diversity and Inclusive principles and all organisational policies.

* Attend appropriate internal, external meetings, supervision and away days.
* A commitment towards ongoing professional development and participation of training events required by the organisation and role.
* Other than where central administrative support is available, to be administratively self- servicing.

**This job will be reviewed periodically in line with the organisation’s Business Plan. The role as described is not exhaustive and so there may be other areas which are the responsibility of this role**

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**Supported Self Help Practitioner**

**Person Specification**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form.

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| No. |  | **Essential/**  **Desirable** |
| **Qualifications** | | |
|  | To have attained a minimum Level 3 in Health and Social Care or equivalent | E |
| **Experience** | | |
|  | 12 months experience of using social care skills working face to face with the public, some of whom may present as emotionally upset or angry from time to time. | E |
|  | Demonstrable and substantial experience of working in mental health services and6 months of providing mental health/wellbeing services within a primary care setting. | E |
|  | Ability to offer various pathway options and promote client autonomy and deliver the service as a standalone intervention, providing psycho-educational skills to enhance maintenance of wellbeing. | E |
|  | Ability to work flexibly to meet the demands of the service, both in terms of hours and role, including occasional evening and weekend working, working well within team and own initiative. | E |
|  | Experience of proactively utilising the wider Tower Hamlets offer and a good knowledge of both statutory and Non statutory services, promoting concepts of Social Inclusion , early intervention and recovery. | E |
|  | Experience of managing and setting up events, activities, and training. | E |
|  | Significant experience of managing staff and volunteers, assessing clients for suitability and making appropriate referrals | E |
| **Knowledge/Skills/Ability** | | |
|  | An understanding of Mental illness and the impact it can have on individuals, carer’s and their families | E |
|  | Knowledge of social care and the issues of supporting people with a range of mental health issues, including risk assessment. | E |
|  | Knowledge of the NICE guidelines namely their Stepped Care Model | E |
|  | Excellent written and verbal skills | E |
|  | Excellent interpersonal skill, with the ability to influence, negotiate and inspire | E |
|  | Ability to motivate people to engage in self-help activities. | E |
|  | Ability to work on own initiative and demonstrate the ability to organise own workload and set priorities | E |
|  | Ability to speak a second language (Bengali, Somali, Polish etc.) | E |
|  | To be open to learning and find creative solutions. | E |
|  | Excellent IT skills, including Microsoft Office and Database entry | E |
| **Personal** **Attributes** | | |
|  | Sound judgement and the ability to handle competing priorities and a challenging workload | E |
|  | Excellent judgment and problem-solving skills. | E |
|  | Demonstrable ability to engage with people from all backgrounds and a commitment to Equality, Diversity, and Inclusion practices. | E |
|  | A proven track record of taking an innovative and solutions-based approach to challenges, whilst considering the thoughts and experiences of others | E |