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Group Support Worker

# Sakinah Project

# Job Description and Person Specification

# Job Title: Group Support Worker – Sakinah Project

**Grade:** NJC SCP 9, currently £26,833 single point scale FTE per annum, Inclusive Inner London Weighting, based on 22.5hrs is £16,099.80 pa (Inc ILW)

**Hours:** Part Time 22.5 hours per week

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

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

**Location:** Open House, Tower Hamlets, and partner community hubs/faith centres

**Contract Term:** Until April 2027 (Extension pending funding award)

**Closing Date:** 5pm, 29th December 2023

**Interviews:** Tuesday 16th January 2024

**About Mind in Tower Hamlets and Newham**

We are a local, registered charity affiliated to National Mind. The organisation supports those with mental health issues in Tower Hamlets, Newham and Redbridge towards recovery and leading a better life.

We believe that everyone has the right to access comprehensive services which enables them to reach their full potential and to work towards their recovery. We value diversity as a strength and our staff teams are from a variety of backgrounds which helps us to deliver services which are culturally aware and responsive to the needs of the diverse communities we serve.

**Background**

Our aim is to create "safe spaces" for Muslim women to share their challenges and experiences of mental health and wellbeing within their community, share their stories through the process of storytelling and listening to action.

**Our Voices In-reach, Access and Engagement Model**

We are looking to recruit an experienced, creative, and passionate person to join our Mental Health Support Services team and contribute towards the project objectives.

* Connects people to the right service or support
* Actively listens to what people want to do to make positive changes to improve their wellbeing
* Offers practical support to access the right services at the right time based on the options available to each individual
* Motivate and empower people to make changes and keep them going

**Purpose of role**

This role will support the development and delivery of the Group and Activities programme for the Our Voices Project. The post holder will ensure that clients have access to a range of opportunities in the Borough, focussing specifically upon the management and development of Peer Leaders to support and run the Our Voices project within Tower Hamlets Borough.

The post holder will set up a network of peer groups across the Tower Hamlets borough and identify models of mental health and wellbeing that are culturally aware and appropriate for the client group. The post holder will work with local faith centres, Faith Leaders, community groups and local services to raise awareness of mental health and reduce the stigma and barriers to accessing support for women’s mental health and develop peer support groups across the network.

The post holder will be required to work with the Service Manager and peer leaders to achieve the following KPI’s:

|  |  |
| --- | --- |
| 1. Group Attendance | * At least 75 women attending group activities each year * 75 report increased social connections * Work towards all groups being peer lead * 10 trained Peer Leaders per year |
| **2** Group Delivery | * **100%** of programme activities will be coproduced or co-delivered by women with lived experience of mental health. |
| **3** Signposting and accessing services | * 50 women accessing services in Tower Hamlets and reporting positive outcomes |
| **4** Peer Advocates | * 5 Peer Advocates trained and enabled each year |

**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**

The post holder will be committed to supporting our clients through their Recovery and developing greater resilience and wellbeing. Recovery can mean different things to different people, however for many, recovery is about the realisation of goals, and the development of relationships and skills that support a positive life, with or without ongoing mental health problem. 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.

**Responsibilities**

1. Maintain and develop groups and activities in collaboration with clients, professionals and the utilizing the strengths of the local community
2. Work with clients to minimise the barriers such as participation and access to the groups and work with them to identify the support they need.
3. Work closely with existing peer facilitators to develop their groups, ensuring that these groups meet the needs of clients and the community and reflect the 5 Ways to Wellbeing themes: Give, Connect, Be Active, Take Notice, Learn
4. Support Peer Leaders to ensure facilitation of groups is culturally and faith appropriate mental health aware workshops to faith centers and community groups who work with Muslim Women.
5. Regularly review with the Group Peer Leaders situational and building risk assessments, to ensure all groups and activities are well managed and compliant with health and safety regulations.
6. Ensure that regular feedback is collated from group participants using a variety of mediums, including digital and face to face
7. Work with staff across the Mental Health Support Services to increase the uptake and access into the groups for new referrals and to carry out rapid assessments.
8. Liaise with local community organisations and groups to identify opportunities for clients to be involved in the wider Tower Hamlets activities offer.
9. Work with colleagues and the Co Production Team to identify opportunities for clients to develop new groups and activities, and support the design, development ,planning, implementation and review of these groups.
10. Ensure that the Our Voices Groups and Activities offer is well promoted across the borough, this includes contributing to a regular and consistent social media presence, drafting posters and developing taster sessions.
11. Support the personal development of Peer Volunteers ensuring training opportunities are maximized.
12. Support the development and the delivery of the Peer Leadership training.
13. 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
14. Keep records and data up to date for the purpose of monitoring and ensure the service is achieving positive outcomes and identifying gaps in provision.
15. Work closely with the Co Production Worker and Services Manager to ensure that the principles of co production underpin our service delivery.
16. Assist in the planning of our programme of events, activities and Anti Stigma activities across the organisation.

Duties required of all Employees:

1. Undertake the induction programme as devised and assist in induction of new staff, if requested to do so
2. Attend and participate in staff meetings, team meetings, appraisals, training, and other meetings as required.
3. Contribute to the co-ordination, training and support of volunteers as agreed with the CEO and operational manager
4. 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.
5. Undertaking other duties and accepting special responsibilities to maintain or enhance the services delivered by Mind in Tower Hamlets and Newham
6. To carry out other duties consistent with the post
7. 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. 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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**Group Support Worker**

**Sakinah Project**

**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. | D |
|  | Experience of managing and setting up events, activities, and training. | D |
| **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 | D |
|  | 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 South Asian language | D |
|  | 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 |