

Post: Relief Worker - Across various services

**Purpose of the post**

We are looking for passionate and committed individuals for this post, which involves providing relief cover for our Wellbeing, Guide-Line, Hearing Voices, Safe Spaces, Extended Access, WISHH Social Prescribing services and Know Your Mind Services.

More information about these services can be found in the “Our 2022 Service Offers” section below.

**Key duties**

* Provide one-to-one telephone and face-to-face support to clients from a variety of backgrounds with varying degrees of mental health difficulties.
* Have a good understanding of support services across the district and signpost/complete onward referrals for clients to relevant services for additional support.
* Complete individual assessments and outcome measures with clients.
* Develop client-centred support plans to help individuals stay well.
* Record information electronically and maintain up to date client records.
* Work effectively with co-workers
* Motivate and encourage clients to take steps to achieve positive change in their lives
* Ensure that the rights of people with mental health issues are respected and promoted throughout the organisation in accordance with our values
* Work in partnership with other services across Bradford District and Craven to ensure the best outcome for clients.
* Accept and work within the organisations policies and procedures and assist in promoting the organisations aims and objectives.
* Have an understanding of and commitment to equal opportunities and diversity.
* Commit to training and self-development and to undertake any training required to carry out the duties of the post.
* Promote all aspects of the services and enhance the public image of Mind in Bradford.
* Be familiar with the Mind in Bradford ‘Code of Conduct’ and ensure it is followed by staff, volunteers and clients.
* Undertake any other reasonable duties as required to ensure the smooth running of Mind in Bradford.

**Our organisation**

Mind in Bradford is a registered charity with a clear purpose to promote mental wellbeing and empower and help people experiencing mental health problems to manage and work towards recovery and fulfilment. We do this through:

* Building community and individual resilience for better mental wellbeing
* Providing early intervention advice and support
* Supporting people in crisis
* Empowering and helping people to recover and sustain improved wellbeing.

**Our values**

Our team is committed to five values which underpin everything we do:

* Caring always
* Working together
* Supporting everyone
* Enabling all
* Improving continually

**Our 2022 Service Offers**

Guide-Line: an all age telephone and live chat support service delivered by trained staff and volunteers from 8am to 12 midnight every day.

Safe Spaces: The Community Crisis Alternative Support Service (CCASS) is a collaborative all age service run in partnership with The Cellar Trust, Mind in Bradford, Bradford District Care NHS Foundation Trust and Bradford Metropolitan District Council. It offers a calm and friendly alternative to A&E for people (aged 7+) in mental distress between the hours of 12.00pm – 2.30am, 365 days per year. The service is available to people who live in Bradford, Airedale, Wharfedale or Craven. CCASS is a non-clinical, supportive environment designed to help people in crisis stay safe, work through and understand their feelings, and then support them to access the support they need going forward. Clients are referred primarily by the First Response crisis support line as an alternative to visiting A&E, along with acute liaison psychiatry.

For children and young people, in addition to the support available between 12.00pm – 2.30am, there is a Children and Young People’s Overnight Service operating from the Shipley area on 2 nights a week between the hours of 6pm and 10am.

Wellbeing: free, accessible groups facilitated by our Wellbeing Practitioners, which help people with their recovery by learning coping strategies, boosting self-esteem and making new friends.

Extended Access: our Mental Health Recovery Workers offer 1-1 support to individuals aged 11 or over in GP surgeries across Bradford District. Appointments are available weekday evenings from 6.30 to 9.30pm

Know your Mind: an innovative approach to improve the wellbeing of young people in Bradford Central Locality. It provides young people with group and 1-1 support and seeks to enhance local community support by upskilling existing and emerging community groups.

Hearing Voices: Bradford’s first Maastricht interview centre, offering an innovative way of finding strategies to cope with hearing voices via 1-1 sessions with our Maastricht trained practitioners. We also deliver peer support and psycho-educative groups focussed on voice hearing.

Community Companions: a volunteer befriending project offering social contact to over 18s living in Baildon and Bradford Central Locality aimed at tackling isolation, anxiety and depression.

Severe Mental Illness and Physical Health Checks: a system wide programme to help people with severe mental illness access physical health checks and interventions that address their physical health needs.

Training: a suite of training courses for partners and business to help improve wellbeing in the workplace.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * A minimum of 5 GCSE’s (or equivalent) grades A-C (must include English and Maths)
* Evidence of ongoing professional development
 | * A degree in an area related to mental health or equivalent
* A diploma or NVQ Level 3 qualification or above in mental health or similar
* Peer Support Training
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| **Experience**  | * Experience of working with people who have or have had mental health challenges
* Experience of supporting vulnerable clients in a clear, meaningful and non-judgmental way
* Experienced and confident in managing challenging situations
* Experienced and confident in recognising and responding to safeguarding concerns for adults, children and young people
* Experience of using internal cloud based client management system
 | * Experience of supporting clients via telephone, instant chat and or video messaging
* Experience of using a recording system
* Lived experience of mental health recovery and willingness to use this to deliver and develop services.
* Experience of mentoring/coaching others
* Experience of having challenging conversations with relevant stakeholders in a professional manner
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| **Skills and Abilities** | * Excellent proven communication and organisational skills
* Excellent IT Skills, including use of Microsoft Packages
* Ability to work as part of a team and work alone and use own initiative
* A non-judgmental attitude in relation to mental illness and its manifestation in behaviour
* Ability to encourage, engage and involve people in ways that promote their independence, resilience and achieve positive changes in their lives
* Excellent communication skills and ability to demonstrate an empathetic and validating approach
* Ability to gather relevant information to support and assess risks
 | * Car driver with full UK driving licence and access to own transport
* Recently completed Safeguarding training
* De-escalation skills and the ability to confidently lead and resolve challenging situations
* Ability to confidently organise and delegate work tasks to colleagues
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| **Knowledge** | * Understanding of current issues faced by people with mental health issues
* Knowledge of other organisations and charities in the area that can support our clients
* Knowledge and understanding of risk management and health and safety issues
* Understanding of Safeguarding and good practice
* Understanding of confidentiality and data protection
 | * General knowledge of mental health and wellbeing through lived experience
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| **Attitude and Personal Attributes** | * Understanding of and commitment to equal opportunities and diversity.
* Commitment to providing person centred services.
* Healthy and secure personal boundaries
* Understanding of and commitment to the Mind in Bradford values of Partnership, Inclusivity, Empowerment, Excellence and Responsibility.
 | * Engaging and consultative approach to leadership.
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| **Other** | * Willingness to undertake a Disclosure and Barring Service (DBS) check
* Ability to travel across the District if required.
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