Job Description

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| JOB TITLE | NMHC Support Worker (Bank Staff) |
| SALARY | £12.60 per hour |
| HOURS | Flexible |
| CONTRACT | Zero hours |
| LOCATION | Remote – travel around the region will be required |
| REPORTING TO | Operations Director |

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| JOB PURPOSE | To deliver LLR Mind’s Neighbourhood Mental Health Cafes, organising relevant workshops and activities, and ensuring effective support is provided to people with mental health needs.  |

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| KEY RESPONSIBILITIES |
| * Deliver LLR Mind’s Neighbourhood Mental Health Cafes (NMHC), ensuring each one provides a safe, friendly, and accessible environment.
* Work with other staff to promote the NMHCs.
* Organise and (where appropriate) deliver suitable workshops/activities for each café.
* Support volunteers to engage with delivery of the NMHCs.
* Collect monitoring information from beneficiaries.
* Actively listen to individuals struggling with their mental health to understand their situation and guide them to support them that matches their needs.
* Work with individuals to develop coping strategies and action/safety plans as appropriate.
* Refer beneficiaries to higher levels of intervention when required and/or signpost to other services that might help them to maintain wellbeing.
* Establish positive beneficiary engagement and input to ensure they have voice, choice, and control over the support they receive.
* Manage all administration processes accurately and efficiently.
* Keep abreast of local services relating to mental health and wellbeing.
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Person Specification

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| **POST REQUIREMENTS** | **Essential / Desirable** |
| EXPERIENCE AND KNOWLEDGE* Understanding of different mental health problems, including their symptoms and potential causes.
* Up to date knowledge of mental health support services across LLR.
* Experience of supporting adults with poor mental health.
* Understanding of the demographic profile of the cafe locations.
* Direct or indirect experience of mental health problems.
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| SKILLS AND ABILITIES* IT literate, including Office 365
* Excellent interpersonal skills and able to build strong working relationships with both internal and external partners.
* Able to prioritise, managing a varied workload and time effectively.
* Able to work collaboratively as part of a team.
* Ability to develop and motivate individuals and groups.
* Able to manage professional boundaries, deal with sensitive information, and maintain confidentiality.
* Able to effectively engage with people from diverse backgrounds.
* Ability to speak other languages used in LLR
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| ATTITUDES* Self-motivated and able to work independently.
* Ability to work in a recovery orientated, strength-based, non-judgemental manner.
* Committed to promoting a culture that values equity and diversity.
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| GENERAL* Full, clean driving licence with access to a vehicle.
* Able to travel to different venues across LLR.
* Able to work evenings and weekends (where required).
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