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. |

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. | E  E  D  D  D |
| 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 | E  E  E  E  E  E  E  D |
| 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. | E  E  E |
| 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). | D  E  E |