

JOB DESCRIPTION

Title:	Croydon Health and Wellbeing Space Support Worker
Reporting to:	Health and Wellbeing Space Team Manager
Salary Range:	£26,491 per annum
Hours:	36 hours per week (full time) worked within a 7-day rota (Monday – Friday, 9.00 – 18.00, Saturday 10.00 – 16.00 – Sunday, 11.00 – 17.00) (This will include weekend work, approximately one in three weekends)
Contract:	Fixed Term until 31 st March 2023
Location:	Croydon Health and Wellbeing Space – Whitgift Centre, Croydon (and other locations that may be used in the future)

Purpose of the role:

The Croydon Health and Wellbeing Space Support Workers will provide advice, information, support and representation to Croydon residents who are referred to the Space through the local Integrated Care Network Plus multi-disciplinary clinical and community mental health support teams (MDTs) based in the local Mental Health and Wellbeing Spaces in North, Central/East Croydon and/or South Croydon.

The Health and Wellbeing Space Support Workers will work alongside clinical mental health and social care professionals, as well as the Mental Health Personal Independence Co-ordinators, Social Prescribing and Community Link Workers to provide one to one, specialist casework for Croydon residents living with mental health problems, including working age people, older people, people who are socially isolated, and people who cannot speak English as a first language.

Main responsibilities and key tasks:

- Deliver one to one support to Space service users and manage a caseload of individuals as agreed with the service manager.
- Provide advice and information relating to all welfare benefits, including Universal Credit, and work with service users to help them with claims, online assessments, including Work Capability Assessments, applications, form-filling and contacting agencies such as the Department for Work & Pensions and London Borough of Croydon Welfare Rights and Housing teams.

- Provide basic housing advice.
- Provide basic general money and debt management advice.
- Provide information on employment opportunities and training support for clients.
- Refer or signpost to other relevant services where appropriate within the Integrated Care Network Plus, and the Health and Wellbeing Space in the Borough of Croydon, or further afield.
- Attend training, forums and meetings to ensure knowledge remains relevant and up to date.
- Keep up to date about current best practice and legislation within mental health, as well as within the field of Information & Advice more generally.
- Provide updates and feedback to the wider Health and Wellbeing Space teams.
- Support colleagues within the Mental Health Hub with enquiries which relate to your specialist knowledge and experience e.g., in Universal Credit, Housing, Money or Debt Management, access to training, education or employment.
- Maintain accurate and up to date service user records using online triage and database systems.
- Preparing and giving talks on the work of the Service to other organisations e.g., Social Services, Mental Health Resource Centres.
- Work within AQS, Advice Quality Standard, the mark of quality for independent advice organisations and other relevant quality and performance standards.
- Work within all policies and procedures of the Croydon PIC Partnership, ensuring that information remains confidential and to adhere to the General Data Protection Regulations 2018 (GDPR).

General

- Work as a member of a team, communicating with others in writing and face to face, taking part in staff meetings and team meetings.
- Maintain quality standards in accordance with Mind in Croydon policies and procedures.
- Accept line management and supervision from the post holder's designated line manager and to engage constructively in this process.
- Accept the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by the post holder's designated line manager.
- Addition to the tasks and duties outlined in this job description, to undertake any other tasks identified and which are generally compatible with the functions of the post.
- Staff will be responsible for respecting and maintaining personal and professional boundaries concerning relationships with service users, volunteers and other staff.
- Act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon.
- Be a part of a rota also covering reception 7 days a week.

- In addition to the tasks and duties outlined in this job description, you may be required to undertake such duties as may be identified and which are generally compatible with the functions of the post.

Job Description Agreement

The Job Description is not exhausted and is subject to change considering the service, work, priorities, or requirements. Such change will be discussed and consulted on with the post holder. Mind in Croydon Ltd and Croydon's BME Forum reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service. The statements contained in this description, reflect general details as necessary to describe the principle functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name:

Date:

Person Specification

Knowledge and Experience	Essential	Desirable
Qualifications		
Relevant mental health, housing, social care or psychology related training or qualifications	E	
Demonstrable evidence of equivalent learning or training		D
Experience		
At least one year's paid work experience in advice work, with Welfare Benefits Advice, Universal Credit, welfare rights, housing, money or debt management component. Extensive voluntary experience will also be considered	E	
Demonstrable lived or learned experience and understanding of mental health and related issues and difficulties or challenges	E	
Working knowledge and experience of person-centred approaches and recovery models		D
Experience of working in voluntary or community settings and building relationships with local groups and organisations		D
Experience of creating, managing and maintaining high quality records of contact and interaction with people, working within a caseload	E	
Experience of peer support approaches and asset/strengths-based care and support systems		D
Knowledge, Skills and Capabilities		
Detailed and up-to-date knowledge of all Welfare Benefits, Housing and Social Security legislation	E	
Ability to write and record clear and concise case records and letters and understanding of the need for detailed case recording using databases	E	
Ability to work alongside the person in nondirective ways – helping the person find solutions that work for them (rather than suggesting solutions)	E	
Ability to focus on and build a person's strengths and their ability to make use of the resources available to them	E	
Ability to remain recovery-focused – working with empathy, building autonomy, empowering the person to define, lead and own their recovery	E	
Ability to build effective, safe and trusting relationships with people using services and with professionals in multi-disciplinary teams	E	
Excellent numeracy, literacy, IT and verbal communication skills	E	

Ability to deal in an impartial, courteous and culturally competent manner, with people from different backgrounds and with different levels of communication skills	E	
Ability to travel around the borough in a timely manner as the role may require some travel to community Hubs and various meetings	E	
Ability to give effective help to people who may be withdrawn, distressed and/or confused and to manage exposure to dealing with difficult and emotional circumstances/situations	E	
Ability to maintain standards of work under pressure	E	
Ability to work alone on specific tasks, to prioritise tasks and time effectively, and manage caseloads to meet appropriate standards and performance measures	E	
Understanding of the implications that a confidentiality policy has for the service	E	
Ability to work flexibly across the team and localities and some evenings and weekends as required (approximately one in three weekends)	E	
Willing to work in any other place within the community where clients wish to be seen to fulfil the Service Level Agreement Requirements	E	
Personal Attributes and Approach		
Values people and sees their potential, worth and strengths	E	
Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person's experiences, beliefs	E	
Works inclusively respecting the diversity of each person's experience, and their background or cultural context	E	
Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required	E	
Shares responsibility for their own personal development	E	