

JOB DESCRIPTION

Title:	CHWS Advice Worker (Volunteer Lead)
Reporting to:	Health and Wellbeing Space Team Manager
Responsible for:	Volunteers
Salary Range:	£ 28,388.08 per annum
Hours:	36 hours per week (full time) worked within a 6-day rota (Monday – Friday, 9.00 – 18.00, Saturday 10.00 – 17.00) (This will include Saturday work, approximately one in three weekends)
Contract:	Fixed Term until 31 st March 2024 – Expected to be extended
Location:	Croydon Health and Wellbeing Space – Whitgift Centre, Croydon (and other locations that may be used in the future)

About Croydon Health and Wellbeing Space:

Croydon Health and Wellbeing Space (CHWS) is an innovative approach to overcoming the barriers faced by people in need of mental health support, and general advice information and guidance. Designed for people who have not previously engaged with support, including BME communities and people falling through the gaps of traditional mental health support. This role sits in the Advice, Information and Guidance Team, who are the front of house team for CHWS providing an essential advice, information and guidance and supportive signposting role. Residents of Croydon access CHWS predominantly through drop ins but referrals from professionals, including community and mental health teams and colleagues in the integrated care network are accepted. This role will also have the opportunity of being part of a rota providing support in community settings to fulfil phase two of the CHWS Transformation programme.

Working alongside colleagues at Croydon BME forum, Mind in Croydon, South London and Maudsley to achieve the shared purpose, The Advice, Information and Guidance Workers are part of a multidisciplinary team, consisting of Mind in Croydon Recovery Space team, NHS psychology team, mobile hub colleagues and Mental Health Personal Independence Co-ordinators.

Croydon Health and Wellbeing Space provides support for all Croydon residents 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:

- The post-holder will predominantly be based in the open access drop-in area welcoming and supporting visitors and clients and recruiting and leading on the volunteer team at CHWS. Deliver one to one support to CHWS service users and manage a small dynamic caseload of individuals. This support will largely be delivered from the open access reception area of CHWS. You will work closely with the Advice, Information and Guidance team to ensure the open access drop in area of CHWS is adequately staffed at all times. As part of this team, you will welcome triage and provide support for people accessing CHWS on a drop-in basis.
- As phase two of the transformation programme requires, provide support in carefully chosen community spaces to reach those who would not easily access CHWS drop in provision.
- Ensure that visitor needs are effectively assessed at first contact so that appropriate information and advice can be given, and signposting and onward referrals can be made, if necessary, to both internal and external services.
- Ensure that each person is heard and connected with the support they seek as far as possible. A key skill will be to identify when a client presents with 'surface level issues' and when a deeper conversation is needed to identify the underlying issues.
- Undertake checks for welfare benefits entitlements and support clients to complete claim forms and liaise with relevant agencies such as the Department for Work and Pensions.
- Provide information and advice about issues affecting clients, including housing, employment, money matters and debt and to navigate Croydon's Housing systems.
- Work in partnership with local professionals in statutory and voluntary sector organisations to ensure that appropriate referrals are made and to enable effective inter-agency relationships.
- Where necessary, provide follow up work with clients who need more in-depth support with the issues affecting them.
- Deliver one to one support to CHWS service users and manage a short-term case load.
- 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
- 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, and Volunteer management 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 CHWS 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.

Volunteers:

- Manage the recruit and provide effective operational supervision to a team of 20 volunteers, to provide welcome, triage and initial signposting for service users on site and cover the telephone, email and other forms of remote access/communication and develop the volunteer form filling role.
- Provide effective line management to the team of volunteers, including induction, supervision, appraisal and training.
- Ensure that there is adequate volunteers on rota to deliver client-facing support on-site 6 days a week.
- Carry out effective risk assessments related to client/service user interactions and operational policies and practices, lone working, and safeguarding.
- Develop and implement the training and supervision to ensure that volunteers have access to supervision and group reflective practice sessions where appropriate.
- Monitor and manage team performance in line with Mind in Croydon employment policies and practices, to develop and retain competent, motivated and committed volunteers.
- Lead and implement regular reviews of volunteer's support within the Space, and ensure resources are used effectively.

Main responsibilities and key tasks:

- Recruit, train and manage a team of volunteers to support the Croydon Health and Wellbeing Space.
- Attend training, forums and meetings to ensure knowledge remains relevant and up to date and promote CHWS to Croydon's statutory and voluntary sector organisations.
- Keep up to date with 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 to facilitate multidisciplinary partnership working.
- 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, To actively take part in staff meetings and team meetings, contributing to positively to the development of CHWS
- 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.
- 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 6 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

	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 managing/supervising volunteer teams or working within a volunteer team		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	
A positive attitude toward challenges and problem solving	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	