

JOB DESCRIPTION

Title:	Croydon Health and Wellbeing Space Advice Worker
Reports to:	Croydon Health and Wellbeing Space Manager
Location:	Croydon Health and Wellbeing Space (CHWS), Whitgift Centre, North End, Croydon CR0 1LP (additional locations may be identified in the future)
Salary Range:	£28,388.08 per annum.
Hours:	36 hours per week (full time), Monday to Friday with occasional weekend working required.
Contract:	Fixed Term until 31 March 2025

Purpose of the role:

Croydon Health & Wellbeing Space (CHWS) is an exciting and dynamic service, run in partnership with Mind in Croydon and Croydon BME Forum and commissioned by South London and Maudsley Mental Health Service (SLaM). The CHWS opened in 2022 with the aim of providing advice, information, and specialist support to Croydon residents with mental health concerns, who drop-in, or have been referred to the via multi-disciplinary clinical and community mental health support teams.

The Advice Worker will be part of a friendly team, including support workers, crisis workers and clinical mental health professionals and act as the first point of access for visitors to the CHWS. Following an initial conversation to ascertain the clients' needs, the Advice Worker will provide information, advice, and casework support, as well as signposting and referrals to specialist services. The role will be fast paced and vary each day offering a fantastic opportunity for the postholder to develop their knowledge and skills and make a difference to the users of this service.

Main Duties and Responsibilities

- Provide information and advice to clients who contact the Croydon Health and Wellbeing Space by phone, email or in person about issues affecting them, e.g. mental health, housing, employment, money matters and debt.
- Provide information, advice and support to clients who present in crisis.
- Provide casework support to clients who need more in-depth assistance with the issues that are affecting them.

- Ensure that each person is listened to and connected with the support they seek as far as possible.
- Undertake checks for welfare benefits and entitlements and support clients to complete claim forms, including liaison with relevant agencies such as the Department for Work and Pensions.
- Support colleagues within the team with enquiries which relate to the postholders specialist knowledge and experience e.g., mental health, benefits, housing, education, training, employment, money, or debt management.
- When the Volunteer Lead Support Worker is unavailable, provide support to the Croydon Health and Wellbeing Space volunteers.
- With the rest of the team, attend staff meetings and participate in whole staff planning and strategic development of the service in accordance with our aims and objectives.
- Provide updates and feedback to the other Croydon Health and Wellbeing Space teams to facilitate multi-disciplinary partnership working.
- 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 to be developed.
- Promote the Croydon Health and Wellbeing Space to organisations within the borough via attendance at relevant partnerships and forums.
- Contribute positively and constructively to the development of the Croydon Health and Wellbeing Space.
- Keep up to date with relevant legislation, policy, and practice in mental health, as well as within the field of information & advice more generally.
- Maintain accurate and up to date client records using online triage and database systems in accordance with service policies and procedures.
- Collect and collate statistics and qualitative feedback from users of the Croydon Health and Wellbeing Space for the purposes of effective monitoring for commissioners and other key stakeholders.
- Work within the Advice Quality Standard, the mark of quality for independent advice organisations and other relevant quality and performance standards.
- Work in accordance with Mind in Croydon's Values, Aims and Objectives.
- Provide a positive representation for the organisation both internally and externally, including promoting our work, and attending external meetings and partnership events when required.
- Maintain quality standards in accordance with Mind in Croydon policies and procedures.

- Promote positive understanding, awareness and attitudes towards mental health and wellbeing as part of day-to-day duties.
- Be responsible for respecting and maintaining personal and professional boundaries concerning relationships with volunteers and staff.
- Work at all times to promote equality, diversity and individual rights.
- Participate in and actively contribute to individual supervision, training and team meetings; attend all staff meetings and organisational events as required.
- Recognise and accept the need to learn from experience, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by your line manager.
- 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.
- Work within and implement all of Mind Croydon policies and procedures,
- In addition to the tasks and duties outlined in this job description, 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 exhaustive 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 reserve 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 principal 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 employment in advice work, covering topics such as welfare benefits and entitlements, housing, employment, training, money, and debt management.	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 uncertain situations and with clients presenting in crisis.	E	
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 welfare benefits, housing, and mental health legislation	E	
Ability to write and record clear and concise case records and letters and understanding of the need for detailed case recording using a database.	E	
Ability to work alongside clients in non-directive 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 quickly build rapport with clients to create an 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 diverse backgrounds and with various levels of communication skills.	E	
Ability to make people feel heard and understood in a short space of time.	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 excellent standards of work under pressure.	E	
Ability to work alone on specific tasks, to prioritise tasks and time effectively, and manage workload to meet appropriate standards and performance measures.	E	
Understand 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.	E	
Be willing to work in any other place within the community to fulfil the Service Level Agreement Requirements.	E	
Personal Attributes and Approach		
Value people and see their potential, worth and strengths.	E	
Develop effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person's experiences and beliefs.	E	
Work 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	
Share responsibility for own personal development.	E	
Use own initiative to problem solve issues as they present.	E	