



JOB PROFILE

Post Title:	Mental Health Support Worker
Directorate:	Health
Responsible to:	Mental Health Team Lead
Responsible for:	N/A
Grade:	C

Job Purpose

To improve the lives of all within our community and help the island thrive by being an integral member of the multi professional team. The Mental Health Support Worker will be responsible for contributing to the care and support of patients within the Mental Health Service, as part of an agreed plan of care under the supervision of the qualified staff and to undertake duties specific to a defined client group in the community.

The post holder is required to be able to undertake duties without direct supervision working in partnership with patients, carers and other professionals/agencies in line with legislative frameworks, agreed standards and clinical policies. This involves working in a variety of home/near to home community environments and at times the hospital when an inpatient admission is needed.

Participating in regular caseload line management supervision and Clinical supervision are critical aspects of the role.

Main Duties and Responsibilities

1. To involve clients and develop a programme of activities based on their needs and to support clients to participate in these activities.
2. To work as part of a team to support clients to participate in a range of therapeutic and social activities and to access services and facilities within the community, promoting friendships and relationships.
3. To assist (supervise) the shopping (and preparation of snacks and meals as required) to promote independence and freedom of choice.
4. To assist clients with budgeting, planning and management of their personal finances.
5. To comply with all health and safety policies, risk assessments and associated plans and to undertake the administrative elements associated with these tasks.



JOB PROFILE

6. To promote the independence and develop the skills of clients and assist with all tasks necessary to ensure positive life experiences within their daily life.
7. To help clients meet their physical, emotional and psychological care needs, using active assistance when required.
8. To work closely with the significant others involved in the care of the individual, e.g. physiotherapist, occupational therapist, community nursing staff, families etc.
9. Develop and contribute to the maintenance of client records, support plans and act as a caseworker when required in accordance with the Health Directorate policies.
10. Contribute to the care planning process and the reviewing of care plans as required.
11. To provide administrative support to the mental health team; including minute taking, filing, scanning, arranging appointments and meetings.
12. To provide direct support to clients who are suffering with a mental illness and/or intellectual disability.
13. Responsible for promoting and safeguarding the rights of the people we support and alert the appropriate person's if they suspect abuse to be taking place.
14. Responsible for providing client centred support to people who because of a mental health condition require a high level of support to help them live full and active lives.
15. To contribute to dynamic risk assessment and management on a daily basis including monitoring any increased safety risks to clients, colleagues and the community, and to report these to the appropriate person.
16. To actively participate in training provided and highlight any additional training needs.
17. To be responsible for maintaining consistent and professional boundaries in order to support best outcomes for our clients.
18. To be responsible for maintaining the dignity of the clients we work with.
19. To be responsible for identifying client's needs and alerting line manager accordingly.
20. To be a champion in breaking down barriers around Mental Health in the course of their work.

Special Conditions

- Working unsocial hours
- Potential exposure to abusive/physically aggressive clients
- Potential exposure to contaminated body fluids



JOB PROFILE

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development: N/A	i
Planning & Delivery of Work: Work is delivered on time, efficiently and to the required standards with clarification sought when necessary and relevant parties kept up to date on progress.	ii
Analysis and use of Information: Gathers, summarises and interprets data with attention to detail. Follows guideline for identifying problems and capable of resolving day-to-day problems.	ii
Decision Making: Ability to act on own initiative and confident in making decisions within policy guidelines.	ii
Working with Others: Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements.	ii
Communication: Ensure important messages are understood and written communications are well structured and have clear meaning. Presents information that have a positive impact on others and engages with them to understand their needs.	iii
Influencing and Persuading: Encourages, provides and is receptive to constructive feedback to improve performance of self and team. Remains constructive when disagreeing or challenging and ensures alternative approaches to work are effective in meeting the organisation and individual needs.	iii
Dealing with Change: Flexible and adaptable to change.	i
Continuous Improvement: Willing to learn and develop in job role.	i
Managing Resources: Works within appropriate guidelines and capable of dealing with varied situations with limited guidance.	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
Functional Literacy and Numeracy Skills at level 2	E	√	
NVQ level 2 in Care, or a willingness to obtain qualification	E	√	
Valid Drivers' Licence Class A	E	√	
Knowledge & Experience:			
Experience in working with people diagnosed with Mental Illness or those with various disabilities is a preference And/or a commitment to ongoing training to gain experience in working with vulnerable adults, this may include overseas training if deemed necessary.	E	√	√
Skills and Abilities:			
Analysis of information (Intermediate)	E		√
Able to produce accurate and clear written communications and excellent oral communication skills	E	√	√
Ability to prepare concise, relevant and timely report	E		√
Good IT Skills	E	√	√
Ability to work under pressure and prioritise workloads to meet tight deadlines, with good organisational skills	E	√	√
Able to maintain confidentiality	E		√
Ability to empathise with clients combined with genuine desire to improve the quality of life for clients	E		√
Patience and ability to remain calm in crisis	E		√
Flexible and adaptable due to the nature of the job.	E		√
Other:			
Willingness to work flexibly	E	√	√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√
Highly Self-motivated	E		√



PERSON SPECIFICATION

Effective team player	E		√
Ability to apply objective judgment	E	√	√
Responsive to change	E		√
Must be honest and trustworthy	E	√	√
A strong ability to empathise, engage with and form professional and therapeutic relationships with clients of all ages, circumstances and family background	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.