

Mind in Camden

**Cultural Advocacy Hospital Link Worker**

**(PT 21 hours per week) NJC SCP 22-25 starting at £14,891 p.a. including ILW**

**Job Description**

**Job title:** Cultural Advocacy Cultural Advocacy Hospital Link Worker

**Accountable to:** Cultural Advocacy Project Manager

**Responsible for:** No staff but may be required to provide supervision and support for volunteers

**Grade:** NJC SCP 22-25 starting at SCP 22

**Hours:** 21 per week

**Duration:** The contract with the Local Authority runs for initially for three years from October 2017, it may be extended by up to two years or be subject to change during the life of the contract.

**Aim of the Job:**

The overall aim of the post is to provide hospital based cultural advocacy to BME community members in acute hospital wards to contribute to a project that will create new ways of co-producing services and approaches with BME communities that address mental health issues, through ground up and innovative community approaches using flexible co-production development processes with communities in three overlapping phases:

**Phase 1: Planning and co-production**

Engaging community Mental Health Champions and key community organisations to identify key issues to address around mental health in the communities and to identify specific work around three themes:

1. Co-produced preventative work
2. Community capacity building
3. Increasing access to other preventative services in the Camden Resilience Network

This will identify both what we will do to make a difference for individuals and culturally specific outcome measures.

**Phase 2: Implementation**

The project will engage in developing and co-producing mental health wellbeing and recovery services to reduce reliance on statutory services through providing and enabling the provision of Community Mental Health Peer Support Groups, Individual Support, Community Workshops, Community Mental Health Volunteers and Hospital based services and a 1 day per week help line to support community organisations, staff and volunteers.

**Phase 3: Sustainability**

This will look at the resources and support needed to make developments sustainable, include training and help in fundraising, training the trainers and ongoing peer support arrangements for those delivering services – effectively creating a network of support and generating resources for the work to be ongoing after this project ends.

In the first year priority groups will be Bangladeshi and Black communities, with work developing with other communities over subsequent years.

**a) Co produced preventative work**

1. Develop and manage a caseload of culturally specific individual and/or group work with people from BME communities in specific acute mental health wards, enabling people to create links with their preferred services to support them before, during, and for a time limited period after discharge, with the aim of promoting recovery, reducing reliance on statutory services and reducing re-admission rates
2. Where services that meet culturally specific needs are not currently available, contribute to the team's work in creating them.
3. Follow up on progress at 3 months, 6 months and a year after finishing work with individuals to measure impact and progress
4. Create case studies specifically reflecting the service user's perspective around the work to help illustrate where problems in accessing existing wellbeing and preventative services lie
5. Developing constructive working relations with ward staff and co-ordinate work with other services on wards and post discharge including peer mentors, user involvement services and advocates
6. Identify culturally specific issues on the wards and find ways to contribute to making ward services more relevant to the needs of individuals from BME communities
7. Keep detailed records on the work in formats agreed with your line manager, including inputting to a database
8. Produce reports on the work as required by your manager

**b) Community Capacity Building**

1. Participate in the provision of culture specific peer support groups in the hospital or community, directly co-facilitating at least one peer support group
2. Participate in a rota of staff and volunteers to pilot and deliver a helpline service providing advice and support to community volunteers and group facilitators

**c) Sustainability:**

1. Participate, where required by your line manager, in delivering other training, coaching and facilitation which will reduce dependency on the project and therefore help sustainability

**c) General Duties:**

1. Work within the context of the wider Mind in Camden organisation and participate in internal and external meetings as required.
2. Work alongside partner staff as an integrated team and participate in related internal and external meetings as required by your manager.
3. Work to Mind in Camden policies, procedures and guidance.
4. Be accountable for all aspects of your work to your manager through supervision.
5. Undergo training and qualification as is consistent with the satisfactory performance in the post.
6. Perform other duties as reasonably required by your manager.

**All staff are expected to:**

* 1. Recognise changes in circumstances promptly and adjust plans and activities accordingly.
  2. Find practical ways to overcome barriers.
  3. Present information clearly, concisely, accurately and in ways that promote understanding.
  4. Assist in creating a sense of common purpose.
  5. Make best use of available resources and proactively seek new sources of support when necessary.
  6. Act within the limits of their own authority.
  7. Be vigilant for potential risks and hazards.
  8. Take pride in delivering high quality work.
  9. Take personal responsibility for making things happen.
  10. Take personal responsibility for effectively communicating with service users, members of their work team, managers and other work groups.
  11. Consult with their work group about matters which directly affect their work.
  12. Deal sensitively and effectively with service user or stakeholder complaints.

**Main Conditions of Service:**

1. The salary is linked to, but not bound by, the NJC scale; this post is graded at SCP 22-25 starting £14,891 p.a. including Inner London Weighting for 21 hours per week and rising by annual increment to SCP 25.
2. Mind in Camden has an auto-enrolled pension scheme into which it currently pays 5% of salary. From 2019 you will be required to contribute an additional 3% into the scheme.
3. The hours of work per week are 21 that will ordinarily be worked between 9.30am – 5.30pm with a one hour (unpaid) lunch break. Evening, weekend and bank holiday work will be required on occasion.
4. Annual leave entitlement is initially 27 days plus public holidays (pro-rata for part-time staff).
5. All Mind in Camden job descriptions may be subject to periodic review.
6. The post holder will work across multiple sites in Camden.

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**(21 hours per week)**

**Person Specification**

*All areas in the person specification are essential unless stated otherwise*

**Qualifications**

1. None specifically required but evidence of mental health related learning essential

**Knowledge**

1. In-depth understanding of mental health from a range of perspectives, with particular emphasis on non-medical and culture specific understandings of mental health.
2. Understanding of anti-discriminatory practice with particular emphasis on how it applies to mental health work with people from black and ethnic minorities
3. Awareness of current issues in policy and practice in mental health.
4. Thorough understanding of co-production, person centred, peer support and recovery principles.
5. A working knowledge of safeguarding considerations
6. An excellent understanding of the principles of good partnership working.
7. A working knowledge of monitoring and measuring outcomes
8. Understanding of confidentiality and data protection principles.
9. A strong understanding of community development and promotion, including use of web and social media.

**Experience of:**

1. A minimum of 2 years’ experience of working directly with service users
2. Experience of individual client work
3. Working in partnership with external agencies to provide services
4. Marketing and promoting services.
5. Working in a ward setting (Desirable)
6. Working with members of specific BME communities

**Skills & Abilities**

1. Ability to provide high quality support to service users.
2. Ability to implement our ethos and use personal lived experience of mental health appropriately in supporting others
3. Have strong communication and interpersonal skills.
4. Ability to analyse problems and make decisions.
5. Ability to gather and use management information/data.
6. Ability to produce written materials to a high standard including procedures, reports and minutes.
7. Ability to deliver presentations, training and workshops to a variety of stakeholders. (Desirable)
8. Be highly organised with excellent time management skills.
9. Have intermediate computer skills with ability to use database programmes.
10. Ability to work independently and to utilise support effectively.

**Commitment to:**

1. Taking personal responsibility for making things happen.
2. Working flexibly and cooperatively.
3. Strengths-based recovery approach to client work and person centred practice.
4. Community empowerment and enablement
5. Implementation of equal opportunities through anti-discriminatory practice.
6. Confidentiality.
7. High levels of accountability for your work to your manager.