



Mind in Camden

Mental Health Link Worker (35 hours per week)

Job title:	Mental Health Link Worker
Accountable to	Senior Link Worker
Grade:	NJC SCP 5-6, starting at SCP 5: £22,952 Inc. LWA
Hours	35 hours per week
Aim of the Job:	To support clients referred to access Camden based community services to assist with their mental health recovery.

Direct Work with Service Users

1. Support clients to assess their needs and wishes in line with the established assessment framework.
2. Support clients to understand the range of options available to them.
3. Ensure clients are supported to make choices and access the services identified.
4. Oversee a caseload of specific clients as directed by your Manager, and act as a contact for these clients, related professionals and members of the clients' network of support in accordance with clients' consent data protection policies.
5. Document client work and ensure that it is recorded on appropriate electronic records.
6. Respond to crisis, safeguarding issues and complaints effectively.

Team and Partnership Responsibilities

1. Participate in ensuring that an up-to-date local information resource is available within the team.
2. Work collaboratively with Camden and Islington Foundation NHS Trust and other partners within the Camden Primary Care Mental Health Network.
3. Participate in partner meetings as agreed with your Manager.
4. Ensure the gathering and inputting of accurate information on client outputs and outcomes of those worked with.
5. Ensure committed working towards activity and performance targets set by your Manager.
6. Assist your Manager in inducting, supporting and coaching volunteers if required.

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. Work in accordance with Camden and Islington Foundation NHS Trust policies procedures, plans and guidance.
5. Be accountable for all aspects of your work to your line manager through supervision.
6. Undergo such training and qualification as is consistent with the satisfactory performance in the post.
7. Perform other duties as reasonably required by your line 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 with service user complaints.

Main Conditions of Service:

- Salary scale is NJC SCP 5–6 starting at SCP 5: £22,952 inclusive of our Inner London Weighting Allowance. The post is currently funded to March 2022 with a probable extension.
- Overtime is not paid, but time off in lieu may be granted.
- Mind in Camden has an auto-enrolled pension scheme into which it currently pays 5% of salary. You will be required to contribute an additional 3% into the scheme.
- The hours of work per week are 35 worked between 9.30am – 5.30pm with a one hour (unpaid) lunch break. Evening, weekend and bank holiday work maybe be required on occasion.
- Annual leave entitlement is initially 27 days rising to 30 days over three years, plus public holidays.
- All Mind in Camden job descriptions may be subject to periodic review.
- The post holder will have an office base at Camden and Islington NHS Foundation Trust, St Pancras Hospital, 4 St Pancras Way, NW1 OPE and work across multiple sites in Camden.

Mind in Camden
Mental Health Link Worker
Person Specification

All areas in the person specification are essential unless stated otherwise

Qualifications

1. None specifically required, but evidence of mental health learning essential (e.g. CPD courses, counselling/therapeutic study, community mental health study or relevant degree).

Knowledge

1. A good broad understanding of mental health issues.
2. A good awareness of different models of understanding of mental health.
3. A good awareness of current issues in policy and practice in mental health.
4. A good understanding of primary, secondary care and third sector mental health services.
5. Thorough understanding of co-production and recovery principles.
6. Thorough understanding of the principles of good customer service.
7. Thorough understanding of good practice in person-centred client work.
8. Thorough understanding of equal opportunities with particular emphasis on how it applies to users of mental health services.
9. An understanding of the principles of good partnership working.

Experience

1. Experience of 1:1 client work.
2. One year or more experience of working or volunteering in mental health services.
3. Experience of community work (desirable).

Skills & Abilities

1. Strong communication and interpersonal skills.
2. Ability to take responsibility for a client caseload.
3. Ability to produce written materials to a high standard, including assessments and case notes.
4. Ability to communicate constructively and professionally with service users, staff, colleagues and external agencies.
5. Ability to plan and prioritise your own workload.
6. Ability to work flexibly and cooperatively, balancing multiple responsibilities.
7. Ability to handle formal and informal disputes and complaints constructively.
8. Good level of computer skills, including ability to use a database.
9. Ability to manage your own stress in a busy and demanding environment.
10. Ability to work independently and to utilise support effectively.

Commitment to:

1. Implementation of equal opportunities through anti-discriminatory practice.
2. Strengths-based recovery approach to client work and person-centred practice.
3. Confidentiality.
4. Accountability for your work to your manager.