



Mind in Camden

Community Mental Health Recovery Support Worker Full and Part-time roles

Job title:	Community Mental Health Recovery Support Worker
Accountable to:	Senior Support Worker
Grade:	NJC SCP 5-6, starting at SCP 5: £23,469 (pro rata for part-time staff)
Hours:	35, 21 or 17.5 hours per week
Aim of the job:	To support clients referred to meet their self-defined needs and aspirations, working in partnership with colleagues across different sectors in Camden

Direct Work with Service Users

1. Support clients to assess their needs and aspirations 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 client-related professionals and members of the clients' network of support in accordance with GDPR personal data policies and procedures.
5. Document client work and ensure that it is recorded on appropriate electronic records.
6. Respond to crises, safeguarding issues and complaints effectively.

Team and Partnership Responsibilities

1. Work collaboratively with Camden and Islington Foundation NHS Trust and other partners within the Resilience Network and Community Framework.
2. Participate in partner meetings as agreed with your manager.
3. Ensure the gathering and inputting of accurate information on client outputs and outcomes.
4. Ensure committed working towards activity and performance targets set by your manager.
5. Assist your manager in inducting, supporting and coaching volunteers.
6. Oversee a team of volunteers supporting your client work, ensuring tasks are carried out and records completed.

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 and agreed partnership policies, procedures, plans and guidance.
5. Be accountable for all aspects of your work to your 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 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: NJC SCP 5-6. The salary will start at NJC scale point 5 and rise to point 6 after one year's service.
Full-time (35 hours): £23,469
Part-time (21 hours) £14,081
Part-time (17.5 hours) £11,734
The salary includes our Inner London Weighting Allowance
- 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 per week are between 9.30am – 5.30pm with a one hour (unpaid) lunch break. The full-time post is Monday to Friday. The part-time posts will also be worked within Monday to Friday.
- 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 (pro rata for part-time staff).
- The post maybe subject to maintaining an Honorary Contract with Camden and Islington Foundation Trust.
- The post holders will have an office base at Mind in Camden and work across multiple sites in Camden.
- All Mind in Camden job descriptions may be subject to periodic review.

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Person Specification

All areas in the person specification are essential unless stated otherwise

Qualifications

None specifically required, but evidence of mental health learning is essential (e.g. CPD courses, peer networks, community mental health or counselling courses, 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.