



## Mind in Camden

### Mental Health Welfare Rights Development Worker (35 hours per week)

<b>Job title:</b>	Welfare Rights Development Worker
<b>Accountable to:</b>	Phoenix Manager
<b>Grade:</b>	NJC SCP 5-6, starting at SCP 5: £23,469
<b>Hours</b>	35 hours per week
<b>Responsible for:</b>	None
<b>Aim of the Job:</b>	To ensure that the core team is equipped to support people with welfare rights issues and linked up with other welfare rights providers. Provide some direct support to individuals with the most challenging welfare related issues.

#### Direct Work with Service Users

1. Support people referred to the service to understand their welfare rights and options available to them.
2. Support people to make applications and appeals and assist with follow up communications.
3. Attend welfare benefits appointments with people where required.
4. Support people accessing the service with other needs requiring support to be linked to other members of the team or other resources.
5. Ensure people are supported to make choices and access the services identified.
6. Document work and ensure that it is recorded on appropriate electronic records.
7. Respond to crises, safeguarding issues and complaints effectively.

#### Development Work

1. Support colleagues to provide benefit support with their most challenging welfare cases.
2. Support other workers to have regular, up-to-date information on welfare rights information, local services and options.
3. Deliver workshops to colleagues and practitioners to equip them with skills and knowledge to support people with welfare rights.
4. Work collaboratively with the Camden Advice Network and other local partners to ensure combined resources for benefits support are used effectively.
5. Enable providers within the Camden Advice Network to understand how to support people with mental health needs.

#### Team and Partnership Responsibilities

1. Work collaboratively with Camden and Islington Foundation NHS Trust and other partners within the Camden Advice Network, 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 clients' 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:**

- NJC SCP 5-6, starting at SCP 5: £23,469 including 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.
- 35 hours per week 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
- The post maybe subject to maintaining an Honorary Contract with Camden and Islington Foundation Trust.
- The post holder 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

#### **Knowledge**

1. An excellent up-to-date knowledge of welfare rights legislation, procedures and processes.
2. A good awareness of mental health needs and support options.
3. Thorough understanding of good practice in person-centred work.
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 equal opportunities with particular emphasis on how it applies to users of mental health services.
8. An understanding of the principles of good partnership working.

#### **Experience**

1. Experience of 1:1 work
2. Experience (paid or unpaid) in advice work
3. Experience of mental health work (paid or unpaid)
4. Experience of working as part of a team and in partnership with other organisations
5. 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.
4. Ability to communicate constructively and professionally with service users, staff, colleagues and external agencies.
5. Ability to plan and prioritise your own workload and work in an organised way.
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.