

Mind in Camden

Mental Health Link Worker (35 hours per week)

Job title:	Mental Health Link Worker
Accountable to	Mental Health Social Prescribing Manager
Grade:	NJC SC5-6, starting at SCP 5: £25,732 inc London Weighting Allowance
Hours	35 hours per week
Aim of the Job:	Through referrals by GPs and other healthcare professionals, you will work one-to-one with Camden residents to help identify their needs and link them to community services that can assist with their mental health recovery.

Client Work

1. Support clients to assess their needs and wishes in line with the established assessment framework of the service, focussing on what matters to them.
2. Work from a strength-based approach to co-produce a personalised support plan to improve their mental health and wellbeing
3. Work with people to identify their needs and the wider issues that impact on their mental health, such as poor housing, loneliness, debt, lack of structure.
4. Support clients to understand the range of options available to them and ensure that they are supported to make choices and access the services identified. Where appropriate, physically introduce people to community groups and follow up to ensure they are able to engage.
5. Oversee a caseload of clients as directed by your manager and act as a contact for these clients, relevant professionals and members of the client's network of support in accordance with clients' consent and data protection policies.
6. Document client work and outcome measures on appropriate electronic records.
7. Respond to crisis, safeguarding issues and complaints proactively.

Team and Partnership Responsibilities

1. Work collaboratively with your team, Camden and Islington Foundation NHS Trust and other partners within the Camden Mental Health Resilience Network Alliance.
2. Forge strong links with local voluntary organisations and community and neighbourhood groups, utilising their networks and building on what's already available to support the community and clients referred.
3. Attend and contribute to staff and partner internal and external meetings.
4. Maintain efficient files and records and ensure the gathering and inputting of accurate information on client work and patient reported outcome measures.
5. Ensure committed working and accountability towards activity and performance targets set by your manager.
6. Assist your manager in inducting, supporting and coaching volunteers.
7. Participate in ensuring that an up-to-date local information resource is available within the team.

General Duties:

1. Work within the context of the wider Mind in Camden organisation and alongside partner staff as an integrated team.
2. Work to Mind in Camden policies, procedures and guidance.
3. Work in accordance with Camden and Islington Foundation NHS Trust policies procedures, plans and guidance.
4. Be accountable for all aspects of your work to your line manager through supervision.

5. Undergo required training as is consistent with the satisfactory performance in the post.

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 SC5-6, starting at SC5, £25,732 inc. inclusive of our Inner London Weighting Allowance. **The post is currently funded until April 2024 with possible 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 week plus public holidays (pro rata for part-time staff).
- All Mind in Camden job descriptions may be subject to periodic review.
- The post holder will have an office base at Barnes House and work across multiple sites in Camden.

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Mental Health Link Worker

Person Specification

All areas in the person specification are essential unless stated otherwise

Qualifications

1. Evidence of mental health learning (e.g. CPD courses, counselling/therapeutic study, community mental health study or relevant degree)

Knowledge

1. Good broad understanding of mental health issues, recovery and models of understanding mental health
2. Awareness of current issues in policy and practice in mental health
3. Knowledge of community services and voluntary sectors in the locality (desirable)
4. Knowledge of good practice in person-centred client work
5. A good understanding of primary, secondary care and third sector mental health services
6. Knowledge of IT systems including ability to use Microsoft office, emails and the internet
7. An understanding of the principles of good partnership working

Experience

1. Experience of 1:1 client work
2. A minimum of one year experience of working or volunteering in mental health services
3. Experience of data collection and providing monitoring information to assess the impact of services (desirable)
4. Experience of community work (desirable)
5. Experience of partnership working and building positive working relationships across different organisations
6. Training in motivational interviewing, health coaching or equivalent (desirable)

Skills & Abilities

1. Strong communication and interpersonal skills both verbally and in writing
2. Ability to listen, empathise and provide non-judgemental, person-centred support
3. Commitment to a strengths-based recovery approach
4. Having a strong awareness of when it's necessary to refer people back to other professionals/agencies when the person's needs are beyond the scope of a mental health link worker role
5. Commitment to implementing equal opportunities through anti-discriminatory practice
6. Demonstrates personal accountability for your work to yourself and your manager
7. Ability to work enthusiastically within a team and independently
8. Demonstrate emotional resilience in a busy and demanding role
9. Ability to plan and prioritise your own workload, take responsibility for a client caseload and utilise support effectively
10. Ability to produce written materials to a high standard including case notes
11. Ability to maintain positive working relationships, be accountable for your work to your manager and promote collaborative practice with colleagues
12. Ability to handle formal and informal disputes constructively and professionally

Other

1. Meets DBS and reference standards
2. Willingness to work flexibly when required to meet work demands



Mission Statement

Our mission is to work alongside people, organisations and communities to make positive changes in mental health.

Values Statement

We understand experiences such as:

hearing voices
seeing visions
having unusual beliefs
feeling anxiety, hopelessness or extremes of mood

as responses to events, emotions and cultural influences that people can identify in their own lives. We value people's individual human rights, identity, strengths and their own understanding of their experiences.

We do not impose definitions, labels or diagnoses.

We challenge stereotypes, stigma and social exclusion.

We see people as having life experience and expertise to offer, rather than as passive recipients of support, therapy or care.

As a result, we favour approaches that involve mutual and peer support, self-help and guided self-help.

We value a spirit of enquiry and learning from the people we serve and partners - we don't think we have all the answers.

<https://www.mindincamden.org.uk>

<http://www.voicecollective.co.uk>