

Mental Health Support Worker

JOB DESCRIPTION

- Job Title:** Mental Health Support Worker
- Reporting to:** Healthcare Manager / Operational Director
- Work base:** Enfield Carers Centre, Britannia House, 143 Baker Street
Enfield, EN1 3JL
- Requirements:** Must have relevant experience
- Hours of work:** 21 hours including 2 x evenings per week on Tuesdays
and Thursdays (5pm – 9pm)

Main Purpose of the role

- To support ECC's Counselling Service in conjunction with the Counselling Coordinators.
- To support adult family/informal carers who are experiencing common mental health difficulties.
- To provide advice and support to Carers who are supporting those with a mental health diagnosis or difficulty
- To work with carers in a practical outcome focused way, either on a group or individual basis.
- To manage, with an admin assistant, an evening counselling service, two nights per week.

Responsibilities

- Work alongside the evening admin officer to keep accurate records of all evening counselling activities including attendance, evaluations, and other associated admin tasks.
- Organise and run support groups and Mental Health / wellbeing training and information sessions in both day and evening.
- Attend internal multidisciplinary meetings regarding referrals or clients in treatment.
- Liaise with external agencies to make referrals, provide information etc.
- Provide and receive information related to mental health to individuals or groups of carers.
- Work with the Healthcare Manager and counselling to manage Health & Wellbeing waiting list.
- Compile outcome and statistical data and quarterly reports as required.
- Ensure that all safeguarding, data protection policies and BACP guidelines are adhered to at all times
- To work at community locations (GPs, Libraries etc.) as and when required by the service, to deliver information stalls/ sessions or attend professional or community events.
- Undertake any other relevant tasks as required by the line manager or senior management team.

Relationships

- To work collaboratively as a member of the ECC carers support team exchanging professional knowledge, experience, mutual support and service development.
- To work collaboratively with other staff to ensure carers' participation in service development.
- To produce monitoring reports and provide other centre information requirements. This will include the compilation of quarterly and annual statistical reports.

Other Duties

- To contribute to promotion of Enfield Carers Centre's activities and campaigns.
- To attend meetings, conferences and training relevant to the role as required and appropriate.
- To have a commitment to your own development and a willingness to undertake relevant training opportunities.
- To keep abreast of new developments in legislation affecting carers.

Special Conditions

A flexible attitude to working hours including regular evening work is required.

Due to the nature of our work with vulnerable individuals an enhanced criminal records check (disclosure) is required for this post.

All staff are expected to carry out their duties and responsibilities with due regard to the policies and procedures of Enfield Carers Centre.

This role is not suitable for hybrid or remote working.

PERSON SPECIFICATION

	EXPERIENCE	ESSENTIAL	DESIRABLE
1.	EVIDENCE OF EDUCATION/ QUALIFICATION RELEVANT TO THE ROLE		
1.1	1 years' work experience of working in a community health/ social care / VCS setting	•	
1.2	Experience /ability to develop good therapeutic relationships with clients	•	
1.3	Experience of using Microsoft word and Excel at intermediate level	•	
1.4	Ability to apply skills and knowledge in supporting carers		•
1.5	Experience of working with people who are experiencing mental health difficulties	•	
1.6	Experience of working in a multi-cultural, multi-ethnic community setting		•
1.7	Experience of using a database/ email and internet		•
2.	KNOWLEDGE/ SKILLS		
2.1	Ability to work on own initiative with minimum supervision and manage a varied workload within agreed time scales		•
2.2	An understanding of the needs of family carers.	•	
2.3	Commitment to and understanding equal opportunities and an awareness of issues affecting social and health care provision in a multi-cultural context.	•	
2.4	Ability to liaise with and communicate, both orally and in written form with carers, and professionals at all levels	•	
2.5	Ability to deal tactfully and sensitively with all enquiries		•
2.6	Knowledge and understanding of GDPR requirements, with a particular focus on counselling protocols	•	

The Organisation is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

The Organisation is committed to valuing Diversity.

All Applicants must be willing to undergo screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.