



JOB DESCRIPTION	
Job Title	Mental Health Support Worker
Directorate	Social Services
Reports to	Community Living Coordinator
Location	Various
Job Reference/ID Number	

Job Purpose

To provide as part of the Mental Health Support Services team a flexible range of support to people with mental health problems in line with the principles of “recovery”. This means that people have the right to build meaningful lives for themselves and to have valued roles, regardless of their mental health problems. Support involves working in partnership with people so that they increase their confidence, recapture skills and develop a good quality of life that is meaningful and rewarding so that they become independent in managing their homes, in participating in their local communities and in undertaking employment and group activities, or other volunteering and educational opportunities. The support aims to provide specific practical and emotional support to people with mental health problems (and substance misuse problems) with an emphasis on “what matters” to them. Working to an agreed support plan to promote confidence and independence within the community.

Principal Accountabilities

1. To meet each individual’s needs by working with them to identify and achieve a range of personal goals as recorded in the person’s Support Plan.
2. To respect confidentiality and promote trusting professional relationships with individuals and their carers. In doing so, to help people who use services to participate in the planning and development of their own support.
3. To help reduce the need for admissions to hospital or higher levels of care and promote opportunities for safe discharge from care settings by supporting the individual to capture skills and self-confidence.
4. To work in partnership with all stakeholders involved in order to support people with complex problems via positive risk taking. This is in accordance with Health and Safety legislation and organizational policies and procedures.
5. To promote equal opportunities for people with mental health problems to overcome discrimination and exclusion from society and to challenge stigma.
6. To undertake training to carry out the role effectively in line with the Recovery approach.
7. To report to managers any situations which are of concern or likely to endanger individuals or other workers or members of the public. To provide written records of all contacts in line with the Data Protection Act.

8. To work within the hours contracted per week between the hours of 8.30am and 9.30pm, 7 days per week including public holidays.

Supervision/Management of People

None

Employment Checks/Specific Requirement i.e. DBS

DBS

Person Specification

The person specification sets out the skill, knowledge and experience that are considered to be necessary to perform the role and will be used in short-listing both at application and interview stage. It is therefore important that you demonstrate on your application how you meet all of the essential requirements.

Academic/ Professional Qualification

Willingness to undertake relevant training and work towards a relevant Social Care Qualification

Essential /
Desirable

How this will be
assessed?

Essential

Application/interview

QCF Level 3 or other equivalent social care qualification.

Desirable

Application

Knowledge and Experience

To have an understanding of the needs of people with mental health problems and the impact this can have on their lives.

Essential

Applications/Interview

An appreciation of the need to work to a plan and the importance of reviewing progress.

Essential

Applications/Interview

Experience of supporting vulnerable people in the community in a recovery focused way.

Desirable

Applications/Interview

Skills

The ability to work alongside vulnerable people and to assist them to live more independent and fulfilling lives.

Essential

Applications/Interview

To have a non-judgemental attitude and treat individuals with dignity and respect.

Essential

Applications/Interview

The ability to communicate effectively and in a proper manner with a range of people in a range of settings.

Essential

Application/ Interview

An understanding of the need for and an ability to work within confidentiality guidelines.

Essential

Application/Interview

To be a Welsh speaker, to have a full current driving license.

Desirable

Application/Interview

Flintshire County Council Core Behavioral Competencies	Essential	How this will be assessed?
Customer First: Understand our customers (internal and external) and deliver high quality services to meet and exceed their expectation	Essential	Application/Interview
Working Smarter: Being clear about what you are expected to deliver in your job and have the skills, motivation, enthusiasm and commitment to work effectively	Essential	Application/Interview
Working Together/Partnership Building and maintaining positive relationships in order to deliver better services for our customers and employees	Essential	Application/Interview
Communication: Ensuring we understand each other, respect each other express and share ideas and information clearly	Essential	Application/Interview
Change: Adapting to change and introducing better ways of doing things, through generating ideas and seeking out the best way to deliver our service.	Essential	Application/Interview
Leading and Managing: Leads and motivates self and others to continually improve performance	Essential	Application/Interview

