



## **Support Worker JOB ROLE DESCRIPTION**

<b>JOB TITLE:</b>	<b>Support Worker – Focus Mental Health</b>
<b>LOCATION:</b>	<b>Based at Water Lily Café, 131 Barrack Rd, BH23 2AW</b>
<b>HOURS:</b>	<b>20 hours a week</b>
<b>SALARY:</b>	<b>£10.50 per hour</b>
<b>REPORTING TO:</b>	<b>Bev McKay-Training and Training Development Manager</b>
<b>ROLE PURPOSE:</b>	<b>To provide women in our care with 1:1 support. Helping them back where possible, to independent living through Individual Support Plans and SMART goal setting.</b>

### **SPECIFIC RESPONSIBILITIES**

- To provide 1:1 support for women in crisis including those suffering from mental health issues, domestic abuse, chronic illness, depression, difficulty accessing their children, going through divorce, addictions, unemployment, at risk of homelessness, financial needs, lacking parenting skills, social skills and self-confidence.
- To signpost when necessary to other local support and advice agencies.
- To monitor the progress of Water Lily Project beneficiaries with regular Outcomes Stars and case notes on our database (Lamplight).
- To encourage participation in meaningful activities such as art and craft, volunteering in the Café, and attendance at courses and training.



## **GENERAL RESPONSIBILITIES**

- To meet regularly with beneficiaries to provide emotional and practical support.
- To recognise the essential needs of our women and set out an Individual Support Plan that is achievable using SMART goals to enable them to progress.
- To make regular and accurate notes of each meeting on our database (Lamplight) and arrange future appointments as necessary.
- To complete Outcome Stars and a Rosenberg test (training provided) with all new beneficiaries and then every 3 months, recording them in Lamplight.
- To be aware of other local organisations/charities that you can signpost beneficiaries to for additional support.
- To encourage and enrol beneficiaries for training within Water Lily Project
- To encourage women in our care to attend our weekly lunch and join our closed Facebook page.
- To abide by the Christian ethos of the charity at all times (a signed form will be required)
- Any other duties as requested by the CEO.

The support worker plays a key role in building our beneficiaries' confidence, self-worth, and assertiveness. They are also responsible for arranging appropriate training and encouraging and enabling our women to progress. It requires a genuine passion and desire to help others. We operate in a non-judgemental environment, accepting all women regardless of background. They will meet regularly with the Project manager to ensure the needs of the women are being met.

This post is subject to successful references and a completed DBS check.



## PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications</b>	Maths & English to GCSE or equivalent.	HND, NVQ or Degree in Psychology, Sociology, Mental Health Level 3, CBT etc.
<b>Experience</b>	Working within a support environment with good interpersonal skills.  Working with those dealing with mental health challenges	Some understanding of benefits helpful including ESA, PIP and Universal Credit  DASH Training Knowledge of MARAC and MARM
<b>Skills</b>	Basic knowledge of Word & Excel Basic knowledge of Gmail and Outlook	Qualifications in IT, Art or other recreational skills Experience of using Lamplight or other forms of case management systems. Trained in Pattern Changing CBT, counselling or other life skill courses
<b>Knowledge</b>	Good knowledge of the Care Act, Safeguarding procedures, Equality Act	Accredited training in Adult Safeguarding, Mental Health First Aid, Health and Safety
<b>Personal attributes</b>	Kindness, patience and compassion for others. Excellent listener, non-judgemental and good communicator. Remaining positive and resilient even when things are difficult. Friendliness and positivity are essential.	Ability to think of new ways to help overcome mental health issues and a proactive attitude to support
<b>Other</b>		Supportive of Christian Faith This is not an occupational requirement.