

Job Description

Job Title	Rural Community Support Worker
Salary Scale	SCP 12-17 (£22,183 - £24,491) pro rata
Location	Based at Mind Monmouthshire Offices in Abergavenny and will need to work flexibly within the County to meet the needs of the service
Contract hours	37 hours or 18.5 hours per week – 3-year fixed term contract
Responsible to	Rural Community Project Lead
Expenses	Expenses incurred in carrying out the duties of the post will be reimbursed including travel to work places other than your primary workplace.

Job Purpose

To provide practical support to service users living within the farming community and in a variety of tenures who are vulnerable in terms of mental health and who are at risk of losing their tenancy, or otherwise diminishing their quality of life as a result of their mental health issues.

To work in a person-centred way, ensuring rights and entitlements of service users are respected.

To identify the range of support services available locally to ensure that service users can be effectively signposted to the most relevant service.

Key Accountabilities

Service User Support	<p>Provide practical help and person-centred support to service users living in the community who may be experiencing difficulties because of a history of mental ill health.</p> <p>Develop high quality, relevant person-centred support plans and risk assessments with high levels of input and ownership from service users where possible.</p> <p>Act as an advocate for service users when necessary.</p> <p>Ensure that all work is carried out in a non-judgemental manner, is needs/service user led, and that professional boundaries and confidentiality are maintained at all times.</p> <p>Plan detailed exit strategies in consultation with all service users who no longer require support.</p> <p>Liaise effectively with a range of service providers to ensure that the appropriate services are available to service users.</p> <p>Deliver services in accordance with the principles and practice of equality and diversity, taking account of individual needs and requirements.</p>
-----------------------------	---

	<p>Provide a service that</p> <ul style="list-style-type: none"> • ensures that People are treated with dignity and respect • ensures People and their families are listened to, communicated with and consulted • supports People to maintain their independence • ensures People are safeguarded from any abuse <p>Provide a service that complies with relevant legislation, particularly:</p> <ul style="list-style-type: none"> • Social Services and Wellbeing (Wales) Act 2014 (including Codes of Practice) • Regulation and Inspection (Wales) Act 2016 • Mental Health Act 1983
<p>Working with others</p>	<p>Develop effective working relationships with community groups, statutory agencies, volunteers and other organisations including housing associations, social services departments, occupational therapy services, and CPNs.</p> <p>Provide information requested by internal and external stakeholders accurately and on time.</p> <p>Attend external meetings and case conferences about the service.</p> <p>Liaise with other service providers, both statutory and non-statutory, to ensure service users can access and use all appropriate services to meet their needs.</p> <p>Actively and positively promote the work of Mind Monmouthshire to relevant local agencies.</p>
<p>Administration</p>	<p>Maintain an outcome monitoring tool for planning, monitoring and supporting service user support plans.</p> <p>Maintain accurate notes and records of visits and agreed tasks/actions arising from the support plan of service users.</p> <p>Manage electronic and paper-based record systems in accordance with established procedures.</p>
<p>Health and safety</p>	<p>Ensure that all work is carried out in conjunction with all corporate health and safety procedures.</p> <p>Ensure that vulnerable adults are safeguarded from abuse and that all relevant procedures are followed as appropriate.</p> <p>Support Plans and Risk Assessments must be carried out initially with every service user & updated at planned review dates & as necessary.</p> <p>Work in accordance with Mind Monmouthshire's health and safety policy and procedure, acting to ensure own safety and that of service users.</p>
<p>General</p>	<p>The post holder will be expected to:</p> <p>Participate in individual performance reviews and 121s and respond to agreed objectives.</p> <p>Attend and be an active participant in team meetings, team training and other internal meetings etc.</p> <p>Attend external meetings, forums, conferences, training etc. as required by Mind Monmouthshire senior management.</p>

Be aware of professional standards expected in the service, in terms of holistic person-centred delivery, required ongoing personal and professional development.

Maintain up-to-date knowledge of legislation, national and local policies, procedures, recommendations and guidelines in relation to Mental Health, and Welfare Rights issues for mental health problems.

Take responsibility for ensuring that legal obligations regarding information which is processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies.

Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

Undertake other duties, which are commensurate with the salary, skills, knowledge and experience of the post, as and when required by Senior Management, the Director or Chair of the Executive Committee.

To at all times deliver the service in line with and adhere to the Policies and Procedures of Mind Monmouthshire

Person Specification

Area to be assessed	Description of requirements.	How tested
Experience	<p>Essential Experience of working in the health and social care field, providing support, assistance and advice to individuals.</p> <p>Experience of providing housing advice and support to people living in the community.</p> <p>Practical experience of assessment, support planning, key working and advocacy with people requiring support.</p> <p>Desirable Proven experience of working with people with mental health issues.</p> <p>Proven history of working with those within the farming community</p> <p>Experience of working effectively in partnership with and liaising with a range of stakeholders.</p>	Application/ Interview/
Skills and abilities	<p>Essential Ability to work with vulnerable people in difficult situations and handle challenging behaviour.</p> <p>Ability to form and develop good working relations with colleagues and service users.</p> <p>Able to communicate effectively both, verbal and written, at the appropriate level for the recipient.</p> <p>Able to be self-servicing in the use of IT applications and basic keyboard skills to record activities and to send and receive emails.</p> <p>Well-developed negotiating, influencing and conflict resolution skills.</p> <p>Problem solving skills.</p> <p>Good understanding of the issues concerning people with housing need and knowledge of relevant benefits and services.</p> <p>Able to work sensitively and effectively within a political environment.</p> <p>Ability to work as part of a team.</p> <p>Good time management skills and ability to work on own initiative and prioritize workloads.</p> <p>Desirable Able to produce clear, concise and persuasive written reports and letters.</p>	Application/ Interview

	Evidence of effective partnership working skills.	
Knowledge	<p>Essential</p> <p>Understanding of the needs of people with mental ill health.</p> <p>Knowledge of safeguarding legislation and practice</p> <p>Desirable</p> <p>Knowledge and understanding of the roles of external agencies (Social Services, Health, Housing, other voluntary and statutory organizations).</p>	Application/ Interview
Education & training	<p>Essential</p> <p>Good IT skills (i.e. email, Word, Excel etc.)</p> <p>Desirable</p> <p>A recognised relevant qualification (NVQ Level 2 Health and Social Care)</p> <p>Evidence of continuous professional development ECDL or equivalent</p>	Application/ Interview
Other requirements	<p>Essential</p> <p>A commitment to upholding and working to the values on Mind Monmouthshire</p> <p>Committed to continuing professional development.</p> <p>A willingness to work flexibly in response to changing organisational requirements and work outside of office hours on occasion.</p> <p>A current and full driving licence and access to car during working hours</p> <p>Desirable</p> <p>Ability to speak welsh</p>	Application/ Interview