

## Redcar and Cleveland Mind

### Job Description

|                         |   |
|-------------------------|---|
| <b>Job Title:</b>       | Mental Health Practitioner  |
| <b>Salary:</b>          | £10.85 per hour   |
| <b>Hours:</b>           | 20 hours+   |
| <b>Accountable to:</b>  | Mental Health Services Manager  |
| <b>Responsible for:</b> | Some volunteers/students  |
| <b>Job Purpose:</b>     | The Mental Health Practitioner will work as part of a team of staff and volunteers, to provide a flexible, person centred service, which enables recovery, choice, independence, wellbeing and inclusion for people who have mental health needs in Redcar and Cleveland. |

#### **Duties and responsibilities:**

##### Key Result Areas:

1. Provide structured therapeutic support to clients experiencing poor mental health in order to improve their wellbeing and recovery.
2. Provide mental health support, awareness and training to clients in group settings, e.g. to peer-led groups, focus groups and external partners in order to improve knowledge of wellbeing, recovery and resilience.
3. To work as part of a team in the delivery of person-centred recovery services, their monitoring, evaluation and review, ensuring continual improvement across Redcar & Cleveland Mind.

##### Key Tasks:

1. To provide 1:1 support to clients including needs assessment, risk assessment, support planning and outcome monitoring in line with the Road to Recovery Service Pathway (and other services as required).
2. To provide a 1:1 support service which is flexible, person centred and focuses on the individual's goals and aspirations.
3. To work effectively and collaboratively as part of a team with support from the Mental Health Services Manager.
4. To create an appropriate environment in the service for recovery, choice, wellbeing and inclusion.
5. To comply with safeguarding, confidentiality and GDPR guidance in the delivery and recording of client interventions.

6. To encourage, motivate, plan for and support clients to participate in mainstream activities and learning opportunities in the community, including voluntary work and employment opportunities.
7. To identify clients' interests and needs which could be met through group work and deliver group work sessions as required.
8. To support the development of peer support activities within our services.
9. To work effectively and efficiently, managing your time and caseload, working independently with guidance, support and supervision from the Mental Health Service Manager.
10. Ensure that all client records and case files, including CRM records, are completed in a timely manner and that outcomes are reported to the Mental Health Service Manager and Senior Management Team as required.
11. Ensure high standards of record keeping, including casework and service delivery, using Mind's case management systems.
12. To complete all administration tasks efficiently, including diary management, booking appointments and undertaking preparation and follow-up associated with client interventions.
13. As part of the Mental Health Practitioner team, provide information, signposting and support in a knowledgeable and professional manner to clients and other services. This includes dealing with telephone and email enquiries.
14. To adopt a partnership approach to client support, including the provision of reports to external agencies, and attendance at multi-disciplinary meetings as required.
15. To contribute to Business Planning activity in relation to all client focused services.
16. To encourage and support the involvement of clients and their carers in the planning, development and delivery of the service.
17. To actively contribute to the monitoring and evaluation of the service by working with clients to identify mental health benefits and other outcomes.
18. To support and deliver mental health awareness sessions and training to partner organisations in order to promote the work of Redcar and Cleveland Mind.
19. Undertake training as required by Redcar and Cleveland Mind in Redcar and Cleveland or as agreed through supervision.

20. The above duties and responsibilities cannot totally encompass or define all tasks that may be required of the incumbent. The outline duties and responsibilities may therefore vary from time to time without materially changing their character and or level of responsibility.

**Management:**

Support, supervision and Annual Appraisal will be provided by the Mental Health Service Manager in line with Redcar and Cleveland Mind Policy and Procedure.

**Working conditions:**

Variable hours according to contract. Flexible to meet client needs, including some evening and weekend working. Overtime will not be paid, but approved time outside office hours should be taken as time off in lieu.

Signed:.....

Date: .....

.....

Date: .....

Manager

## Redcar and Cleveland Mind

### Mental Health Practitioner

#### Note to candidates

All of the criteria marked 'S' will be used for shortlisting purposes.

You should describe how you feel you meet these criteria in the 'Person Specification' section of the application form, giving examples where possible.

Only candidates who can clearly demonstrate how they meet these criteria will be offered an interview.

Candidates invited for interview will be asked to show evidence of qualifications.

| Requirements  | Essential/<br>Desirable                |
|---|--|
| <p><b>Education/ Qualifications</b></p> <ul style="list-style-type: none"> <li>● Level 4 (minimum) qualification in Psychology, Counselling, Social Work, or other field relevant to mental health (S)</li> <li>● Honours degree in Psychology, Counselling, Social Work or other relevant field (S)</li> </ul>   | <p>E<br/>D</p>                         |
| <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>● Recent experience of working in a mental health setting in a voluntary or paid capacity (S)</li> <li>● Experience in the delivery of 1:1 recovery interventions (S)</li> <li>● Experience of person centred planning approaches (S)</li> <li>● Experience of carrying out assessments and interventions with vulnerable people including assessing/managing risk and individual needs (S)</li> <li>● Experience of autonomous working (S)</li> <li>● In line with Mind's Quality Mark we welcome applicants with personal "lived experience" of mental illness (S)</li> </ul> | <p>E<br/>E<br/>E<br/>D<br/>E<br/>D</p> |
| <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>● An understanding and belief in the importance of positive mental wellbeing (S)</li> <li>● Comprehensive understanding of common mental illnesses such as anxiety and depression, causal factors and management approaches (S)</li> <li>● A thorough understanding of the psychology of mental health and wellbeing (S)</li> <li>● Knowledge of the issues faced by people with "lived experience" of mental illness, and their families and carers (S)</li> <li>● Understanding of safeguarding issues and the implications for practice (S)</li> </ul>                        | <p>All essential</p>                   |
| <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>● Decision making and the ability to exercise effective judgement</li> <li>● Ability to make safe and appropriate decisions in a pressured environment</li> <li>● Planning, organisational and time-management skills</li> <li>● Excellent communication and presentation skills, written and spoken (S written)</li> </ul>   | <p>All essential</p>                   |

|  |               |
|--|---------------|
| <ul style="list-style-type: none"> <li>● Negotiation skills and the ability to support clients in complex situations</li> <li>● Problem solving</li> <li>● Ability and commitment to working in an inclusive, team-focussed way</li> <li>● Networking skills and ability to establish positive working relationship across a range of organisations</li> <li>● Ability to relate to a broad range of people at all levels</li> <li>● Excellent admin and up-to-date IT skills, including use of Microsoft Office, email and electronic reporting systems</li> </ul>  |               |
| <p><b>Attributes</b></p> <ul style="list-style-type: none"> <li>● An explicit commitment to the core values and aims of Redcar and Cleveland Mind</li> <li>● Commitment to working within Mind’s policies</li> <li>● Empathy for people with “lived experience” of mental illness and their families and a non-judgemental approach</li> <li>● Commitment to value of diversity, equality of opportunity and elimination of discrimination in all forms</li> <li>● Ability to self-motivate</li> <li>● Energy and enthusiasm</li> <li>● Commitment to continuing professional development</li> <li>● Ability and willingness to work flexible hours as required</li> </ul> | All essential |

**Special Conditions**

The successful candidate will be required to undergo an enhanced Disclosure & Barring Service check and Right to Work check