**MIND_North Kent_Stack_CMYK-C - White on blue.eps**

**North Kent Mind**

**Job Description: Mind Support Worker (Support Services Bank)**

**Purpose of Post**

North Kent Mind bank workers are taken on by the organisation in a casual capacity to ensure adequate staff cover in day services when the organisation cannot meet this from existing staff due to staff sickness, training, annual leave or vacancies. Payments for sessions will go through the North Kent Mind payroll system and Tax and National Insurance will be deducted if appropriate.

In general, Bank workers are contacted as and when difficulties in maintaining the Support Services staff rota occur, and are free to take on or reject any such sessions offered. Where bank workers have particular skills in group work, individual work or leading activities, they may also be offered a series of sessions.

North Kent Mind Support Services include Employment Services, Housing Services, and Wellbeing Services, and are comprised of the following elements:

1. Wellbeing Sessions
2. Activity Sessions
3. Individual Support
4. Options - Out & About Sessions
5. Self-Management Groups
6. Springboard and other employment support projects
7. Individual Housing/Housing Group-work support sessions
8. Special projects – these may be short term specialist activities,

Mind Support Workers (Bank) may be deployed in all the elements listed above.

**Structure of the Post**

Bank staff are responsible to the Support Services Manager who is responsible for the element in which the bank worker is deployed. The work on offer will involve venues throughout the North Kent Area, but bank staff are free to reject offers of work at venues which are difficult for them to get to. Travel costs to any venue are not reclaimable as expenses, but any travel incurred during the session is claimable. During the current pandemic it is envisaged that services would be largely delivered from home or office settings.

**A: DUTIES OF THE POSTS: GENERAL**

These duties apply to all North Kent Mind Staff:

1. To work within a framework which:
   * Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
   * Promotes Social Inclusion, Empowerment, Well-being and the Recovery Model
   * Respects, encourages and builds on individual clients’ coping strategies, skills and autonomy.
   * Maintains good liaison with any other outside agencies as is necessary
   * Promotes good joint working, links and cross-referral with all North Kent Mind colleagues.

2. To attend, by mutual arrangement, supervision and training sessions for which payment will be made.

**B. DUTIES OF THE POSTS: SPECIFIC**

The duties of the bank worker will depend on the specific session for which they are involved, some of which are outlined below:

**Wellbeing Sessions**

Wellbeing Sessions are 3 hours in duration, with a further hour paid for to allow for set-up, clear-up, debriefing and any liaising with other staff in preparation for the session. Bank Workers working in the Wellbeing Sessions will be jointly responsible with any co-worker for the all aspects of the open sessions they run. These include:

1. Liaise as necessary with other staff involved in the session, in preparation.
2. Help set up the venue before the session, and clearing up at the end of the session.
3. Help to ensure an attendance register is kept.
4. Help organise the provision of light snacks and refreshments.
5. Help to facilitate a range of social activities within the drop-ins according to the preferences of participants.
6. Offer individual service-users support, advice, information and a listening ear, but to ensure such 1-to-1 work is not to the detriment of the other drop-in roles.
7. Deal appropriately with any crises or incidents which occur.
8. Welcome new service users by:
   * Ascertaining that they pass the criteria for North Kent Mind Services
   * Exploring what they hope to gain from involvement with North Kent Mind
   * Informing them of other North Kent Mind services, and further explanation of drop-in sessions.
   * Taking down basic details on the Registration Form.
9. Signpost service-users to other relevant services run by North Kent Mind or other local providers.
10. Collect any monies due from service-users to North Kent Mind which result from the provision of Wellbeing services.
11. Help ensure Wellbeing Services users are aware of, and abide by, the Code of Conduct for session users.

**Activity Sessions**

Activity Sessions are 3 hours in duration, with a further hour paid for to allow for preparation, set-up and clear-up, and debriefing. Mind Bank Staff at Activity Sessions will:

1. Liaise as necessary with other staff involved in the session, in preparation.
2. Help set up the venue before the session, and clear up at the end of the session as necessary.
3. Ensure an attendance register of participants is kept.
4. As appropriate and in accordance with their own knowledge and skills, helping to facilitate the group activity in accordance with accepted good practices.
5. Welcome new service users by:
   * Ascertaining that they pass the criteria for North Kent Mind Services
   * Exploring what they hope to gain from involvement with North Kent Mind
   * Informing them of other North Kent Mind services, and further explanation of Activity Sessions
   * Taking down basic details on the Registration Form.
6. Give individual help to any service users requiring extra support in participating with the activity.
7. Help collect any monies due from service-users to North Kent Mind which result from the provision of Activity Sessions.

**Individual Support**

This is comprised of regular contact at mutually agreed times, including evening or weekends, and will be delivered via a variety of channels, including telephone and online conferencing facilities such as Zoom.

Clients will be advised that they can receive support with various emotional issues, including anxiety, depression and self-esteem. The work can involve providing a listening ear; mentoring; support with coping strategies; signposting to, or support to access, other services.

Workers will need to administer the appropriate registration and evaluation documents, and keep stats, data and casenotes as required by the Manager, safely and in accordance with GDPR guidelines.

**Options - Out and About Sessions**

Options sessions vary in duration, and may utilise community venues or space for a variety of activities. Bank Workers involved in Options Sessions will be jointly responsible with any co-worker for any sessions they run. This may involve:

1. Liaising as necessary with other staff involved in the session, in preparation.
2. Generally facilitating the sessions
3. Participating with service-users in the activities chosen for that particular session.
4. Encouraging and supporting individual service users to take part in the chosen activity.
5. Help ensure a register of participants is kept.
6. Help collect any monies due from service-users to North Kent Mind which result from the provision of the session.

Where Mind Bank workers are asked to take part in an Options session which is cancelled due to no service users turning up at the agreed meeting point, payment will be made as if a 3 hour session had taken place.

**Self-Management Groups**

Self-management groups vary in duration, but are generally 2 hours long. Bank staff working in self-management groups will help the nominated facilitator by:

1. Liaising as necessary with the facilitator, in preparation.
2. Supporting them to run and manage the group of participants who suffer from similar mental health conditions, enabling them to find and share ways of managing these conditions better.
3. Being available to give support and attention to individuals who, because of distress or other issues, have to temporarily leave the group during the session.
4. Helping them ensuring a register of participants is kept
5. Welcoming new service-users and getting basic details for the Registration Forms.
6. Collecting and recording any monies due from service-users to North Kent Mind which result from the provision of the self-management group

**C. DUTIES OF THE POSTS – OPTIONAL**

Where bank support workers have particular skills in particular activities or group work, they may from time to time be deployed for a series of activities, or special project, or self-management groups, by arrangement. As the lead facilitator for these sessions, additional duties will be negotiated.

Occasionally, specific Projects will arise which may be offered to Bank Workers with particular experience or skills in that area. These will be for a defined duration, although this will vary from project to project.