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| **Job title** | Senior Recovery and Community Inclusion  Services Support Worker |
| **Responsible to** | Wellbeing Services Manager |
| **Geographical Reach** | Medway, North Kent |
| **Base** | Chatham |
| **Hours** | Part Time – 26 Hours |
| **Salary** | £23,579 pro rota |
| **Contract** | Fixed Term - April 1st 2023 |

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**Job Description: Senior Recovery and Community Inclusion Support Worker**

**Purpose of Post**

This post is to deliver and oversee a range of Recovery and Inclusion Support Services to people over 17 who, living in the Medway area, and experience mental health issues. The elements which currently comprise North Kent Mind Community and Community Inclusion Services are:

* Open and Activity Sessions (including a digital session on Saturdays)
* Self-Management Groups; Coping with Life Courses
* Self-Management Groups; Mindfulness
* Co-production Panel
* Tablet Loan Scheme
* A blended approach of both in-person and digital engagement support work
* Facilitating and embedding outcome monitoring systems

The Senior Recovery and Community Inclusion Support Worker will have involvement in all of these elements and oversee co-ordination, working closely with North Kent Mind’s Wellbeing Services Manager.

**Structure of the Post**

The Senior Recovery and Community Inclusion Support Worker is supervised by the Wellbeing Services Manager and supervises a Recovery and Community Inclusion Support Worker and volunteers. They must be flexible to work in a number of venues throughout the Medway Area, and also at times in venues out of area. This role includes coordination of all the sessions, facilitation of sessions, and close liaison with the Wellbeing Services Manager to ensure the smooth day to day running of the programme and that all targets and outcomes are achieved.

For the calculation of travel expenses, the North Kent Mind Offices in Chatham shall be considered the base throughout, and travel between home and another working venue can only be claimed insofar as it is in excess of the distance between home and base. All time in travel between venues is counted as time worked.

The Senior Recovery and Community Inclusion Support Workers must be flexible to work some evenings and weekends as necessary. The precise deployment of staff will be based on the Medway Recovery and Community Inclusion programme, which will be pre-published every 3 months. The respective balance of the elements listed in this job description may change in accordance with the needs of the organisation as defined by the Wellbeing Support Services Manager. Contracted hours will be worked on an average weekly basis over a month rather than on a strict weekly basis. All staff within the Medway Recovery and Community Inclusion service are responsible for their own admin, including the inputting of outcome monitoring data and the intake of new referrals, the senior role is also responsible for collation of data for reports as required by the Wellbeing Services Manager. The senior is responsible for the oversight of the tablet loan programme, ensuring an efficient intake and booking system for groups/courses, and efficient processes for supporting all new registrations/referrals. This is a new service and may be subject to future amendment.

**A: DUTIES OF THE POST: GENERAL**

These duties apply to all North Kent Mind Staff, whichever service they work for:

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, and is in keeping with the Codes Of Practice for Social Care Workers as defined by the General Social Care Workers
   * 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.
   * Adheres to the principles of the Social Care Standards as defined by the GCSI
2. To participate in supervision and appraisal
3. To attend staff meetings and Support Services team meetings
4. To attend training/meetings and some annual events as required
5. To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate or assign.

**B. DUTIES OF THE POST: COMMON**

These duties apply to all Recovery and Community Inclusion Support Workers:

Embed all Live Well Medway outcomes and methodology into the service

Efficient facilitation of outcome monitoring systems and inputting of outcome data

Participate in local community events at least twice a year

**Open and Activity Sessions (1 x Saturday digitally and 1 x Weekday in-person/blended)**

These Sessions will be normally 2 hours in duration, with a further hour paid for to allow for set-up and clear-up, and support for volunteers. Recovery and Community Inclusion Support Workers working in these sessions will be jointly responsible with any co-worker for all aspects of the sessions they run. These include:

1. Setting-up the venue prior to the session starting and clearing up at the end of the session.
2. Ensuring a register of participants is kept.
3. Organising the provision of snacks and refreshments where this is part of the North Kent Mind Service, and there is no onsite resource.
4. Facilitating and arranging activities as informed through consultation with participants.
5. Offering 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 session roles.
6. Dealing appropriately with any crises or incidents which occur.
7. Welcoming new service users by:
   * Ascertaining that they pass the service criteria
   * Ensuring that all relevant registration paperwork is fully completed
   * Exploring what they hope to gain from involvement with the service and setting a goal related support plan.
   * Informing them of other North Kent Mind services, and further information on the drop-in/activity sessions
8. Signposting service-users to other relevant services run, Live Well Medway, North Kent Mind or other local providers.
9. Collecting any monies due from service-users to North Kent Mind which result from the provision of these sessions.
10. Ensuring service-users are aware of, and abide by, the Code of Conduct
11. Facilitating the monthly Coproduction Forum where this coincides with the sessions they run, and ensuring it is adequately minuted and encourages user-participation and empowerment.
12. Providing support to any volunteers that work within the sessions.
13. Undertaking regular monitoring using SWEMWBS
14. Fully embedding MECC and the Five Ways to Wellbeing
15. Utilizing the ONS regularly

Where sessions have a focus on developmental activities:

1. Plan and structure the required number of sessions for the given activity.
2. Negotiate with the Senior Recovery and Community Inclusion Support Worker as to any requirement for equipment needed for the activity sessions.
3. Facilitate the group activity in accordance with accepted good practices.
4. Collect and analyse feedback from participants as required

**Self-Management Groups (Coping with Life and Mindfulness)**

1. To run groups of participants who suffer from similar mental health conditions, enabling them to find and share ways of managing these conditions better, using Coping with Life and Mindfulness models approved by North Kent Mind.
2. Ensuring a register of participants is kept and all monitoring data is completed.
3. Collecting and recording any monies due from service-users to North Kent Mind which result from the provision of the self-management group.
4. Providing support to any volunteers involved with the activity
5. Collecting and analysing feedback from participants to improve performance
6. To monitor intake and take referrals.

**Tablet Loan Scheme**

1. To ensure digital inclusion of all registered service users.
2. To liaise closely with the Senior Recovery and Community Inclusion Support Worker to ensure an efficiently monitored and supported tablet loan scheme.
3. Supply basic IT support as required to enable service users to attend digital sessions.

**C. Duties Specific to Post**

1. Line management of one Recovery and Community Inclusion Support Worker
2. Collation of information and data for reports as requested by the Wellbeing Services Manager
3. Ensuring a smooth and efficient intake system for new registrations and referrals
4. Oversight of the tablet loan scheme
5. Oversight to ensure support systems, including supervision, for all volunteers
6. Coordination of all activities and groups as required by the Wellbeing Services Manager
7. Oversight and responsible for efficient outcome monitoring systems and keeping accurate data
8. Regular liaison with the Wellbeing Services Manager to ensure an excellent, quality, efficient, and well organised programme of services.