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

**North Kent Mind**

**Job Description: Mind Bank Support Worker (School’s Support Services)**

**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 School 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, Wellbeing Services, and Schools Services. This position relates specifically to School’s Service support.

**Structure of the Post**

Bank staff are responsible to the School’s Support Services Manager who is responsible for the element in which the bank worker is deployed. The work on offer will primarily involve venues in Medway, however on occasion this could be offered throughout North Kent; 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 School’s Bank Staff will mostly be required to work on-site, following government guidelines and school risk assessment procedures. Full PPE will be provided.

**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:

**Group Support Sessions**

Group Support Sessions are 1 hour 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. The sessions will run on the same day, at the same time in each individual school. Bank Workers working in the Group Support Sessions will be jointly responsible with any co-worker for the all aspects of the sessions they run. These include:

1. Liaise as necessary with other staff involved in the session, in preparation; including any printed resources that may be required in the session.
2. Help set up the room before the session, and clearing up at the end of the session.
3. Help to ensure appropriate registration and evaluation documents, stats, data and case notes are kept as required by the Manager, safely and in accordance with GDPR guidelines.
4. Help to facilitate a range of pre-planned activities within the content of the group session. This involves supporting young people dealing with emotional issues, including anxiety, depression and self-esteem in developing an understanding of mental health issues relating to young people as well as developing coping mechanisms to overcome them.
5. Offer individual young people support, advice, information and a listening ear where necessary
6. Deal appropriately with any crises or incidents which occur and report such instances to the school safeguarding lead and Manager.
7. Signpost young people to other relevant services run by North Kent Mind or other local providers.
8. Help ensure young people are aware of, and abide by, the Code of Conduct for group sessions.

**Individual Support Sessions**

This is comprised of regular contact at mutually agreed times either on-site (school) or remotely via a variety of channels, including telephone and online conferencing facilities such as Zoom.

1. Liaise as necessary with other staff involved with the setting up of individual sessions
2. Identify key contact at the school (safeguarding lead or wellbeing services team) and liaise as appropriate to set up sessions
3. Prepare session activities in line with the young person’s needs, supporting them with emotional issues, including anxiety, depression and self-esteem by developing an understanding of mental health issues relating to young people and developing specific coping mechanisms to overcome them
4. Producing appropriate registration and evaluation documents, stats, data and case notes as required by the Manager, safely and in accordance with GDPR guidelines
5. Provide individual coaching by providing a listening ear; mentoring; support with coping strategies; signposting to, or support to access, other services.
6. Help ensure young people are aware of, and abide by, the Code of Conduct for individual sessions.

**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.