



<b>Job title</b>	Support Worker
<b>Responsible to</b>	Service Development Deputy Manager
<b>Geographical Reach</b>	North Kent
<b>Base</b>	Dartford
<b>Hours</b>	Full Time (37 hours)
<b>Salary</b>	£24,772.74 pro rata
<b>Contract</b>	Permanent

## **Job Description: Support Worker**

### **Purpose of Post**

This post is to support the delivery of 'North Kent Mind's Live Well Kent Medway (LWKM) Individual Placement Support (IPS) Employment Service, LWKM Money Guidance, and small projects.

IPS is part of North Kent Mind's Employment Services. IPS offers intensive, individually tailored support to help people who live in Dartford, Gravesham & Swanley (DGS) to choose and find the right job, with ongoing support for the employer and employee to help ensure the person keeps their job.

Money Guidance supports to improve individuals' financial wellbeing by providing guidance and support to those struggling with debt and money worries, predominantly in-person within community venues, to people who live in the North Kent (DGS and Medway) area, and experience mental health issues. Post holders must undertake training to adhere to and meet Tier 2 requirements of the Money Management Competency Framework.

Small projects currently include Ecology Island, Inspirations Employment Support, and Men's Group – as development services continues to expand, these may be subject to change.

### **Structure of the Post**

This post is supervised by the Service Development Deputy Manager.

They must be flexible to work across DGS, and at times Medway, occasionally attending meetings in other areas of North Kent.

For the calculation of travel expenses, the North Kent Mind Offices in Dartford 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 respective balance of the elements listed in this job description may change in accordance with the needs of the organisation as defined by the Service Development Manager. Contracted hours will be worked on an average weekly basis over a month rather than on a strict weekly basis.

Currently Services are to be held in person, although weekend or evening client work may occasionally be facilitated remotely as instructed by the Deputy Manager.

### **Duties of the Post: Specific**

#### **These duties relate to this post only:**

- Developing, supporting and delivering IPS and Money Guidance services
- Supporting all the outcome requirements of Live Well Kent & Medway
- Improve understanding of Mental Health needs with local employers
- Individual one to one employment coaching (CVs, job search, volunteering & mock interviews) and Money Guidance sessions
- Assist in the improvement of Mental Health and Wellbeing locally.
- Evaluate clients' support needs and ensure appropriate signposting to other services.
- Work closely with other North Kent Mind teams and Live Well Kent Medway Services.
- To support the delivery of Preparing for Work within the community, including organising: scheduling, intake, materials, and referrals.
- Ensuring the facilitation of any group activity is in accordance with accepted good practices.
- Participate in local community events as required by the Deputy Manager.
- Assessments, warm, welcoming, and informative registration process.
- Co-creating a person-centred support plan with participants as required.
- Provide guidance by telephone, in person, and digitally, to individuals performing the duties of a money guider.
- Provide a programme of weekly digital and in person money management workshops.
- Manage a caseload of clients, including all records are kept up to date and all communication with clients is managed.
- Collection, inputting, and analysis of feedback for performance monitoring.
- To support the delivery of successful referral and employment outcomes
- Assist with increased understanding of mental health locally for employers and the community.
- Network, communicate and promote LWKM and North Kent Mind services to a wide audience including local people, agencies, and national organisations.
- Participate in relevant networks and forums as required by the Deputy Manager.
- To participate in continuing professional development, including maintaining specialist money guiders training to minimum level of Tier 2.
- Adhere to and meet Tier 2 requirements of the Money Management Competency Framework.
- Dealing appropriately with any crises or incidents which occur.

- Ensuring service-users are aware of, and abide by, the Code of Conduct
- Work closely with our Peer Support lead, and embed coproduction in all aspects of support.
- Supporting the delivery of other small projects under development services as instructed and rota'd by the Deputy Manager, including Ecology Island, Inspirations, and Men's Group.
- Adhering to monitoring systems, including data input of all interventions for recording outcomes
- Coaching and supporting clients into work through various interventions
- Keeping accurate and up to date information on clients and their progress
- Utilising the IPS model.
- Embed all Live Well Kent Medway outcomes and methodology into the service.
- Support and utilise volunteers within the service.
- Utilise predominantly in-person approaches as required by the Support Services Manager.
- Develop close working relationships with key relevant local agencies.

These duties will involve meeting Live Well Kent Medway outputs, including ensuring all paperwork and admin duties are implemented fully and in accordance with North Kent Mind requirements; to provide full and appropriate feedback to the Service Development Deputy Manager, and Manager.

### **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, GDPR 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.

2. To participate in supervision and appraisal

3. To attend staff meetings and 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.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Knowledge and understanding of mental health issues and the impact these have on employment and training	✓	
Ability to meet and train to the level of Tier 2 requirements of the Money Management Competency Framework.	✓	
An awareness and understanding of how people can move forward with their lives	✓	
A non-judgemental attitude to mental health service users	✓	
An empowering and positive attitude to mental health service users	✓	
Experience of inputting and collating monitoring data	✓	
Experience and knowledge of the IPS model		✓
An understanding of peer support methodology		✓
Ability to maintain positive working relationships with external agencies	✓	
An understanding of the need for strong professional boundaries	✓	
Proactive and flexible approach to problem solving	✓	
An understanding of the social inclusion agenda	✓	
An awareness and understanding of the six ways to well being	✓	
An awareness and understanding of Making Every Contact Count, SWEMWBS, & Dialog		✓
Ability to deliver Trauma Informed Practise	✓	
Ability to work with service users on a diverse range of subjects	✓	
Excellent organisational skills	✓	
Experience of working in the supported employment field and engaging with employers		✓
Ability to work within a team	✓	
Experience of liaising effectively with internal and external stakeholders, and across different sectors.	✓	
Excellent interpersonal, communication and presentation skills.	✓	
An understanding of the need for strong professional boundaries	✓	
Experience of facilitating activities with groups		✓

Good organisation skills	✓	
Excellent IT skills to be able to use MS Office packages	✓	
Able to work on own initiative	✓	
Car driver/owner		✓
Flexibility to adapt, and versatility, in response to changing circumstances and opportunities arising within the department.	✓	