



Job title	Adult Support Services Bank Worker
Responsible to	Adult Support Services Manager
Geographical Reach	North Kent
Base	Medway
Hours	Various
Salary	£12.62

Job Description: Adult Support Services Bank Worker

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 occur in maintaining the Adult 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 Adult Support Services are comprised of the following elements:

1. Wellbeing Sessions
2. Individual Support
3. Special Projects – these may be short term specialist activities,

Mind Adult Support Services bank workers may be deployed in all the elements listed above, in-person or digitally

Structure of the Post

Bank staff are responsible to the Adult Support Services Manager who is responsible for the elements in which the bank worker is deployed. The work on offer will involve venues throughout the North Kent Area.

Travel costs to any venue are not reclaimable as expenses, but any travel incurred during the session is claimable.

Currently Adult Support Services are expected to be in person, although weekend or evening client work may be facilitated remotely as instructed by the Adult Support Services Manager.

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, training sessions for which payment will be made.

B. DUTIES OF THE POSTS: SPECIFIC

Wellbeing Sessions: Psychoeducational, Psychosocial and Peer led groups

Wellbeing Sessions are 2-3 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 where applicable.
5. Help to facilitate a range of social activities according to the preferences of participants.
6. Deal appropriately with any crises or incidents which occur.
7. Welcome new service users
8. Signpost service-users to other relevant services run by North Kent Mind or other local providers.
9. Collect any monies due from service-users to North Kent Mind which result from the provision of Wellbeing services.
10. Help ensure services users are aware of, and abide by, the Code of Conduct for session users.

Individual Support

When required 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 Teams.

Clients will be advised that they can receive support with various emotional issues limited to 50 minutes contact per week to avoid dependency. Each Service user will have access to a 12 week timeline of support. The work can involve providing a listening ear; mentoring; support with coping strategies; signposting to, or support to access, other services, alongside companionship.

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

C. Special Projects

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 projects, 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.

Bank Worker: Personal Specification

Criteria	Essential	Desirable
An understanding of the issues affecting people with mental health problems	✓	
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	✓	
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		✓
An understanding of SWEMWBS and ONS		✓
Ability to work with service users on a diverse range of subjects	✓	
Experience of facilitating monitoring systems efficiently.	✓	✓
Experience of delivering support services digitally		✓
Experience of inputting and collating monitoring data		✓
Ability to work within a team	✓	
Experience of supporting volunteers		✓
Good written skills	✓	
Excellent communication skills	✓	
Good listening skills	✓	
Ability to coordinate and organise various activities	✓	
Ability to maintain positive working relationships with external agencies	✓	
An understanding of the need for strong professional boundaries	✓	
Pro active and flexible approach to problem solving	✓	
Experience and ability to facilitate psychoeducational groups		✓
Good organisation skills	✓	
Strong computer skills		✓
Able to work on alone and on own initiative	✓	
Car driver/owner		✓
Ability to work Saturdays and flexible hours	✓	