



Job Title	Practitioner
Directorate	Adult Support Services
Responsible to	Deputy Service Manager
Accountable to	Service Manager
Location	North Kent (Medway / Dartford office)
Hours	37 hours per week
Salary	£25,268 per annum
Contract	Permanent

Purpose of Role

The Practitioner is responsible for delivering client-facing mental health and wellbeing support to adults, contributing to improved outcomes through structured interventions, engagement and recovery-focused approaches.

The role involves managing a defined caseload, delivering a range of support interventions (including one-to-one and group work), and supporting individuals to access appropriate services and resources in line with organisational pathways.

The balance of delivery may vary depending on service demand and organisational priorities. The Practitioner is accountable for maintaining accurate records, managing risk appropriately (including safeguarding) and supporting delivery of agreed outcomes through effective engagement and intervention.

The role operates within defined frameworks, policies, and procedures, working under the guidance of a Service Manager, while exercising appropriate professional judgement in day-to-day delivery.

Practitioners contribute to a consistent and high-quality service offer, ensuring effective delivery aligned to organisational standards and priorities across Adult Support Services.

Key Responsibilities

Service Delivery

- Deliver structured one-to-one and group-based mental health and wellbeing support interventions in line with service requirements.
- Manage and maintain a defined caseload, ensuring timely engagement, review, and appropriate closure of support.
- Support individuals to identify goals, develop coping strategies, and access appropriate services, resources, and opportunities.

- Deliver interventions in line with organisational models, pathways, and agreed service standards.
- Undertake initial engagement activities, including telephone, virtual and in-person assessments, to determine suitability and support needs.

Assessment and Risk Management

- Undertake initial and ongoing assessments of need, risk and suitability for support.
- Identify and manage risk appropriately, including safeguarding concerns, in line with organisational policies and procedures.
- Escalate complex cases and risk issues to the Service Manager or appropriate leads where required.

Recording and Data Management

- Maintain accurate, timely, and compliant records of all client activity using organisational systems.
- Ensure all data is recorded in line with GDPR, confidentiality and organisational requirements.
- Ensure accurate and timely completion of all outcome monitoring and reporting requirements in line with contractual and organisational expectations.

Partnership Working and Communication

- Work collaboratively with internal teams and external partners to support effective client outcomes.
- Signpost and refer individuals to appropriate services as required.
- Represent the organisation professionally in all interactions with clients, partners, and stakeholders.
- Communicate effectively with colleagues, partners, and stakeholders to support coordinated delivery and positive client outcomes.
- Respond to enquiries from service users, colleagues, and partners in a timely and professional manner.

Service Performance and Quality

- Contribute to achieving service targets, outcomes and performance requirements.
- Participate in team meetings, reflective practice and continuous improvement activity.
- Support the delivery of a consistent, high-quality service aligned to organisational expectations.
- Support co-production approaches, including working alongside peer support models where appropriate.

- Contribute to continuous improvement of the service through feedback and reflective practice.

Professional Practice

- Work within organisational policies, procedures, and professional boundaries.
- Engage in regular supervision and training, maintaining and developing skills relevant to the role.
- Actively contribute to a positive and professional team environment.
- Deliver support in line with trauma-informed and person-centred approaches.

General Responsibilities

The post holder is required to:

- Comply with all organisational policies and procedures, including Safeguarding, GDPR, Confidentiality, Equality, Diversity and Inclusion, and Health and Safety.
- Actively promote a safe environment for service users, staff, and others, identifying and responding appropriately to safeguarding concerns involving both adults and children.
- Attend and complete all mandatory training relevant to the role, including safeguarding.
- Maintain appropriate professional boundaries and confidentiality in all aspects of the role.
- Contribute to a positive, inclusive, and professional working environment.
- Participate in supervision, appraisal, and continuous professional development.
- Undertake any other duties reasonably required by the organisation, commensurate with the level of the role.
- Deliver services in a way that is inclusive, accessible, and responsive to the diverse needs of individuals, including those with disabilities and neurodiverse conditions.
- Demonstrate behaviours aligned with North Kent Mind's organisational values in all interactions with service users, colleagues, and partners.
- Undertake any other duties reasonably required by the organisation, commensurate with the level of the role.

Additional Requirements

- The role requires regular travel to a range of community venues across North Kent, with Medway as the primary base.
- The post holder must be able to work flexibly, including some evenings and occasional weekends, in line with service needs.
- The post holder may be required to support delivery across different service locations as required.

Working Environment

The role will be based at one of North Kent Mind's main offices (Medway or Dartford), with service delivery also taking place across various community locations in North Kent.

Office environments differ between locations and may include a combination of open-plan and smaller room-based layouts, with varying levels of noise, lighting and foot traffic.

The primary work base and pattern of delivery will depend on service requirements and may vary over time. This will be discussed as part of the recruitment process.

North Kent Mind is committed to creating an inclusive and accessible workplace, and reasonable adjustments will be considered and supported where required.

Person Specification

Category	Criteria	Essential	Desirable
Education & Qualifications	Educated to GCSE level (or equivalent), including English and Maths	✓	
	Relevant qualification or training in mental health, health & social care, counselling, or related field		✓
	Willingness to undertake relevant training and continued professional development	✓	
Knowledge & Experience	Experience of working with individuals experiencing mental health or wellbeing needs (paid, voluntary, or relevant personal experience)	✓	
	Understanding of mental health, wellbeing, and recovery approaches	✓	
	Awareness of safeguarding responsibilities for adults and children	✓	
	Knowledge of local services, community resources, or referral pathways		✓
	Experience of working in a community-based or support setting		✓
Service Delivery Skills	Ability to manage a caseload and deliver one-to-one support	✓	
	Experience of facilitating or supporting group-based activities or interventions	✓	
	Ability to identify needs, set goals, and support individuals to achieve outcomes	✓	
Communication & Interpersonal Skills	Ability to communicate clearly and effectively with a wide range of people	✓	
	Ability to build professional, trusting relationships with service users, colleagues, and partners	✓	
	Ability to adapt communication style to meet individual needs (including individuals with a range of communication needs, including those who are neurodivergent)	✓	
Organisation & IT Skills	Ability to manage workload, prioritise tasks, and meet deadlines	✓	
	Ability to maintain accurate records and complete administrative tasks	✓	

	Basic IT skills, including use of Microsoft Office / digital systems for recording and communication	✓	
Working Approach & Behaviours	Ability to work in a person-centred, strengths-based, and recovery-focused way	✓	
	Ability to work independently and as part of a team	✓	
	Ability to maintain professional boundaries and follow policies and procedures	✓	
	Awareness of trauma-informed approaches		✓
Flexibility & Practical Requirements	Willingness and ability to travel across North Kent	✓	
	Willingness to work flexibly, including some evenings and weekends	✓	