**Emotional Wellbeing Service**

**Mental Health Support Coordinator (Recovery Worker)**

**Job Description and Person Specification**

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| **Job Summary** |
| Waythrough works within Pathfinder West Sussex which is an alliance of organisations working together to enable people with mental health support needs and their carers to improve their mental health and wellbeing. Waythrough leads Pathfinder services in the Horsham area. Pathfinder is commissioned to meet the ongoing support needs of people with mental health difficulties who do not require support from specialist NHS mental health services. Strong support to GPs and primary care services is therefore vital to ensure that patients can effectively access Pathfinder support.  The role of the Mental Health Support Coordinator is to support to GP practices in Horsham to effectively meet the needs of their patients who have mental health problems through the provision of direct phone, video-call and face to face support and by supporting these patients to access and engage with community support, particularly Pathfinder services. |
| **Scope & Accountabilities** |
| The role has no line management or supervisory responsibilities but is required to work independently in community/practice settings without on-site management or supervision. |
| **Key Tasks** |
| 1. To develop, establish and maintain a regular and agreed presence at a number of specified primary care practices working in partnership with key practice staff to do this 2. To provide timely telephone, video call and face to face mental health support to patients identified by the practices as requiring this including:  * Assessing needs and risks using the Pathfinder framework, paperwork and processes. * Supporting patients to identify their needs and goals and facilitating the development of personal support and recovery plans with patients. * Liaising regularly with and referring any clinical needs or issues to the Pathfinder Clinical team particularly ensuring any presenting risks are fully discussed and addressed. * Facilitating and supporting patients to access local community mental health resources and services particularly to engage with Pathfinder services. * Using a range of psychosocial tools and approaches to support patients with mental health needs to problem solve and self-manage their mental health including running group activities at the practice and also within Pathfinder services where common needs are identified  1. To liaise with and feedback effectively to primary care staff about this work and using the practice based/NHS data and information systems to record and share information 2. To provide advice and information to staff working in primary care practices around mental health, services and support drawing on the resources of the wider Pathfinder and the RF team to support this and to maintain an agreed information resource within the practice around mental health 3. To maintain accurate and up to date records of work using agreed systems within practices and RF and to report on work activity as requested. 4. Where required to promote the service within practices and with primary care patients 5. To represent the service at local meetings with external partners and stakeholders, as well as within the practice and RF during organisational meetings. 6. To contribute to business plan development for the service. 7. To undertake any other tasks and duties as required in order to meet the requirements of the service. 8. To ensure that practices, Pathfinder and RF’s policies around safeguarding adults and protecting children are adhered to at all times. 9. To ensure that all aspects of H&S, Data protection and diversity and inclusion compliance are adhered to within the Service/location. |

**Person Specification** - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

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| **Essential Qualifications** | |
| * Strong evidence of previous training or learning (formal or informal) which relates to supporting adults who have mental health needs is essential for this role along with excellent literacy, IT and verbal communication skills. | |
| **Preferred Qualifications** | |
| * Any formal qualification or training in relation to mental health, counselling or working with people with mental health problems is highly desirable for the role. | |
| **Essential Professional & Technical Knowledge, Skills and Abilities** | |
| 1. Significant knowledge regarding working with people with mental health needs.  2. Broad knowledge, proven skills and/or training in working with service users/ patients on a one-to-one basis using appropriate theories, methods and skills in order to promote individual ability to better manage their problems and difficulties.  3. Able to work with patients to construct good assessments of needs for services/personal development.  4. A good knowledge and understanding of working in groups and group dynamics and leading groups.  5. Knowledge of and a commitment to user led services and able to promote independence and focus on strengths and recovery.  6. Ability to learn and effectively use Digital and IT systems to support patients and share information and record and report on activity  7. Skills and abilities around working in partnership with others/multi-agency working to provide support within a health and social care setting  8. Ability to travel to sites within the Horsham areas as required | |
| **Terms & Conditions Summary** |
| **Status:** Permanent  **Hours:** 37½ hours per week. Some flexibility will be required from time to time to meet the operational needs of the department.  **Salary Details:**  **£25,150 per annum**, inclusive of a £1,000 Location Supplement + £750 Hotspot allowance per annum.  **Holidays:** 25 days holiday per annum, plus statutory Bank Holidays, or time off in lieu if worked. Annual leave is increased to 28 days after two year’s continued employment.  **Benefits:**  Non-contributory life assurance policy (to value of 3 x annual salary). Commitment to formal supervision and staff support. Childcare Vouchers Employee Assistance Programme Richmond Fellowship Group offers a contributory pension scheme which new staff are able to join  **Training:** We are committed to training as an integral part of staff development and offer a wide range of in-house training courses. |