Job Title: Mental Health Outreach Worker

Line Management: Community Services Manager

Location: Workers will be based in either Harlow, Epping Forest or Uttlesford

Hours: 37.5 hours a week (job share considered)

Hourly rate: £10.21 an hour This is a fixed term contract for 12 months.

Mind in West Essex is a mental health charity. We are an independent organisation affiliated to Mind (the National Association for Mental Health) an organisation with which we share common values and principles. Our Vision is for West Essex to be a place where people talk openly and positively about mental health, and where everyone gets the support and respect needed to live well.

Purpose of the Job

Working as part of a multi-disciplinary team alongside the Essex Partnership University Foundation Trust Community Mental Health Team, the post holder will support identified vulnerable patients. They will provide outreach and peer support opportunities that will contribute to maintaining the mental health and wellbeing of patients over winter and reducing social isolation. This will lead to improved outcomes for the patient and cost savings for the local health economy.

Roles and Responsibilities

Mental Health Outreach Workers will:

* Work collaboratively with key partner organisations, service users, carers, clinicians and other practitioners within the multi-disciplinary team to deliver high quality, recovery focused care interventions.
* You will be responsible for assisting in the management and care of service users based upon individual needs, guidance from EPFUT and Mind in West Essex staff.
* Provide practical support to service users in performing day to day activities, guidance and education in accordance with the agreed care plan and for a dedicated period of time.
* Produce accurate and timely documentation, conduct and manage the maintenance of records on all service users within guidelines provided
* Conduct risk assessment of the individual and of the potential hazards in the service users’ environment
* Attend Multidisciplinary team meetings as required
* Provide psycho-social interventions, education and support to develop service users and their carers’ understanding of mental illness with the aim to prevent relapse and admission
* Undertake a range of practical support including but not limited to supporting patients who have a history of non-attendance to attend appointments, working with patients to overcome practical barriers to attending appointments, in some cases this could mean accompanying patients to appointments.
* Identify with patients the resources that exist in their neighbourhood that may enhance their mental health and then supporting the engagement process.
* Introduce patients to a range of self-help information and resources that could contribute to being better prepared for engagement with other services.
* Always have the client’s needs paramount, with an underpinning set of values and skills that promote person centred recovery, independence, choice and control.

Key Responsibilities:

* Manage a caseload of clients, working with them on an individual basis supporting them to access mental health services and introducing to appropriate services and agencies relevant to their needs.
* Update information on all contacts with patients and work undertaken on Paris in a timely, appropriate and professional manner.
* Alert the appropriate people to any concerns around risk.
* Act in accordance with the provisions of the Data Protection Act (1998).
* Develop positive and supportive relationships with clients, within appropriate and clear boundaries being aware of and taking into consideration disability rights.
* Contribute to written and statistical reports as requested by EPUNFT, the CCG and Mind in West Essex.
* Regular attendance at MDT meetings / liaison with MDT members / Mind in West Essex meetings
* Keep updated and work within Mind in West Essex operational procedures and policies. Paying special attention to Health and Safety, Lone Working, Safeguarding and Confidentiality Policies.
* To undertake supervision and training as required.
* Support and interact with colleagues, share information and updates on services and regulations, build links within the community.

To carry out such other duties and tasks as may be required.

**PERSON SPECIFICATION**

| **Essential Criteria:**  Excellent communication skills, including the ability to make people feel at ease  Excellent organisational/time management skills  A positive, flexible and creative approach to problem solving.  Able to maintain accurate and concise records  Knowledge or experience of mental health problems personal or professional.  An ability to act calmly in emergencies and to respond in a professional manner to stressful and challenging behaviours.  Self-motivated with the initiative and ability to manage a varied workload  Attention to detail  Good IT skills e.g. Microsoft Word/Excel, with the willingness to undertake training to use other systems  Ability to work flexibly (some out of hours work may be required)  The ability to work on own initiative but be part of the EPUNFT team and also Mind in West Essex team, attending meetings and contributing to team decision making.  Willing to actively engage in regular supervision, appraisal and training appropriate to the role  The ability to demonstrate a passion for helping vulnerable people move towards improved wellbeing.  **Desirable Criteria**;  Experience of working with people in a support capacity.  Knowledge of self-help materials that are targeted towards improved mental health  Knowledge of support services, resources and opportunities across West Essex.  Current DBS check  A current driving license and the ability to travel across West Essex if required. |
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