

JOB DESCRIPTION

Job title: Community Development Worker - IRIE Mind

Responsible to: Director of IRIE Mind and Clinical Operations Manager

Salary: Starting salary is £31,438.42 per year (Full-time equivalent) (SC6 - SP26), which equates to £18,863.05 per year at 22.5 hours per week.

Hours: 22.5 hours per week

Contract type: Permanent

Location: The Hub, Homerton Row, Hackney, E9 6ED

{Please note that this role is only available to candidates of African/ African Caribbean Heritage under the Genuine Occupational Requirement under s9 Equalities Act 2010}

About Mind in the City, Hackney and Waltham Forest:

We are a multi-disciplinary provider of specialist mental health services and a part of the Mind Federation.

We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention for those at risk of developing mental health issues, or who struggle with common mental health conditions.

We currently support around 5,000 people a year through a variety of services focusing on psychological, social, economic and workplace wellbeing, and support minoritised communities.

Our values are:

Connected: Creating a compassionate and supportive community.

Fair: We strive for equity- no-one's needs should go unmet.

Brave: We walk with people, offering help by doing what works - proven or new.

Working with Mind CHWF means you'll be part of a dedicated, passionate, and professional workforce who cares about the work they do and make a real difference to the lives of the people in the City of London, Hackney and Waltham Forest.

We are committed to actively becoming anti-racist in everything we do. This is a critical priority for Mind CHWF. We embrace diversity and understand that being an inclusive organisation that recognises different perspectives, will enable us to provide excellent services.

We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Those with lived experience of Mental Health are encouraged to apply.

DBS clearance at Enhanced with Barring is required for this role.

Purpose of the post:

We are looking for a Community Development Worker with experience supporting with people with their mental health, with significant experience in statutory and/or voluntary sector services, knowledge of the City of London, Hackney and Waltham Forest (or a specific local area or demographic), and strong interpersonal skills.

You will work closely with individuals from Black, African and Caribbean Communities, with serious mental illness (SMI) developing an understanding of complexity in order to provide the most appropriate support.

Working alongside the Director and Clinical Operations Manager you will, be responsible for linking in with Secondary Services in organising and delivering tasks which facilitate an informed and safer hospital discharge and smooth transition into the Community to avoid re-admission.

As a Community Development Worker, you will become a local expert, gathering and sharing information about local opportunities, activities, and support, bringing people together and supporting them to remain confident and independent in their everyday lives.

Main duties and responsibilities:

1. You will be responsible for linking with Groups and Services to understand the mental health needs across the Community.
2. To work closely with the Hospital Discharge Teams as part of the Discharge process
3. Collectively develop a robust Hospital Discharge plan that will help embed the Clients into the Community.
4. Explore with Secondary Services and other relevant agencies the current provision and identify the gaps and assist IRIE Mind and its partners to develop programmes to meet the identified need.
5. To raise awareness of the importance of talking about Mental health and seeking support early, especially in the Black, African and Caribbean Communities.
6. To provide information on where to go for additional support upon Discharge
7. Collaboratively develop material with colleagues to distribute to in patients and Clients, families and friends.
8. Regularly organise and support relevant Outreach events to bring people together/make connections.
9. To play a lead role in identifying and initiating Outreach to new client Groups (Young Black Men and Complex needs) and develop new projects.
10. Develop and establish local networks of support that will meet the religious, cultural, occupational, therapeutic and recreational needs of the Clients.
11. To identify partnership opportunities in working with local community colleges, employers, carers, care co-ordinators, and Clients.
12. Consult and liaise with the Mental Health Recovery Teams, Hospital staff, Psychiatric nurses, social workers and other providers in order to promote the service and consult regarding Client progress, achievements and concerns.
13. To encourage and develop active participation of Clients in the running of IRIE Mind, and in the planning and development of activities,

14. To develop effective liaison arrangements with statutory and voluntary agencies in the community to enable Clients make full use of community resources in the borough
15. To manage your own small caseload of complex clients within the Community and in rare cases, their homes.
16. Record all referrals, actions, progress and data via a CRM/Database.
17. Be responsible for maintaining a self-reflective practice and demonstrate self-awareness and effective self-management of stress
18. Assist with the management of Safeguarding Vulnerable Adults cases as they arise within the organisation and liaise with the Operation Services Manager and Director and other professional bodies as required by best practice and in law
19. To facilitate a warm and welcoming atmosphere that is recovery-oriented and supports clients to reach the highest level of independence possible.
20. Manage distressing and challenging situations in a sensitive and non-threatening way to reduce anxieties and promote effective resolutions.
21. To ensure that Health and Safety is maintained at the service and that adequate project risk assessments are carried out and reviewed when required.
22. To attend and participate in monthly meetings with the Psychological Therapies and Wellbeing Services team
23. To liaise with other Mind, in the City, Hackney and Waltham Forest projects and staff to facilitate and maintain effective links
24. To attend any other Mind in the City, Hackney and Waltham Forest meetings, as required, contributing to discussions and giving reports if required.
25. To attend supervision, appraisal meetings and appropriate internal and external training courses as approved by the Clinical Services Manager and the Clinical Director
26. To cover the work of colleagues during periods of planned and unplanned absences as appropriate
27. To undertake any other tasks and duties commensurate with the post as directed by the Director, or other senior position in Mind in the City, Hackney and Waltham Forest.

Personal specification

The remaining sections outlines what criteria will be used to appoint the suitable candidate.

Criteria marked (E) are essential and (D) are desirable.

Experience, Knowledge, Skills, Abilities - Values and Motivations:

Connected: Creating a compassionate and supportive community.

1. Qualified to NVQ Level 4 or above in Health or Social Care qualification or equivalent Professional mental health qualification, i.e. Occupational Therapist, Social Work, Support Worker, Nursing or Experience **(E) (I)**
2. Experience of working in a similar role **(E) (I)**
3. A minimum of five years working with vulnerable adults, two of which must be in a mental health setting with Black, African and Caribbean clients experiencing a range of disorders and complexity **(E) (I)**
4. Experience of working within a multidisciplinary team **(E)**
5. Experience of outreach work in the community **(E)**
6. A sound understanding of the mental health service structures and provisions **(D)**

Fair: We strive for equity - no-one's needs should go unmet.

1. A sound understanding of the main issues facing people with mental health difficulties and in particular people from Black, African and Caribbean Communities. **(E) (I)**
2. Excellent verbal communication skills and the ability to develop good working relationships with colleagues and Clients **(E) (I)**
3. Excellent written communication skills with the ability to write clear and concise reports **(D)**
4. Confidence with MS Office suite; CRM systems and technology such as MS Teams **(D)**
5. Good understanding of data protection, confidentiality, safeguarding and risk management and demonstrable examples of putting these into practice. **(D)**
6. Demonstrable experience of supporting the shaping and implementation of change and innovation in service delivery, as well as supporting project management to achieve better outcomes **(E) (I)**
7. To be able to challenge traditional methods of practice in a constructive manner **(D)**

Brave: We walk with people, offering help by doing what works - proven or new.

1. Good organisational skills with the ability to balance competing pressures and demands **(E)**
2. To be able to manage high volumes of work and draw on personal resilience in a demanding environment **(E)**
3. Recognising the need for action or change and taking the appropriate action without needing to be told. **(E) (I)**
4. Ability to interact calmly, patiently and empathically with clients who may be expressing distress, anger or other strong emotions. **(E)**
5. Good negotiation skills with the ability to work with Clients, colleagues and external stakeholders to achieve the aims of the service **(E)(I)**
6. A commitment to user involvement in all aspects of the management of the service **(E)**
7. A commitment to equal opportunities and promoting diversity **(E)**
8. A commitment to self-development and an openness to reflect on personal practice and performance **(E)**
9. A commitment to taking on new tasks willingly and with a "can do" attitude **(E)**
10. Ability to be work on own initiative. **(E)**
11. To be self-motivated and focused and to practice self-care **(E) (I)**
12. Demonstrate a positive attitude and approach to work **(E)**
13. Manage stress and setbacks appropriately **(E)**

Qualifications

1. Qualified to Level 4 or above in Health and Social Care or Community Development qualification or equivalent Professional mental health qualification, i.e. Occupational Therapist, Social Work, Nursing or Equivalent Experience **(E) (I)**
2. Evidence of Continued Professional Development.
3. Able to work at least 1 evening per week (Monday to Thursday) with time off in lieu (D)