

Job Description

Job Title	Mental Health Outreach Worker
Service/Department	Mid Essex Sanctuary
Salary	£23,400 FTE per annum pro rata
Hours	22.5 hours or 30 hours per week
Base	Chelmsford
Responsible to	Service Manager

Job Summary:

The Sanctuary and Crisis Cafes aim to support individuals who are living with long-term, complex mental health problems who find themselves in crisis. These individuals may be under the care of other services or may have been excluded from available services. Individuals who have never experienced poor mental health, but still find themselves in a crisis can also be referred into the service.

Referrals are received out of hours through either the Crisis Cafes or Sanctuary and will be an internal referral where additional support is required. Those accessing the service will have been triaged via NHS 111 option 2 and will also have had contact with the Crisis Team.

The role of the Mental Health Outreach Worker will be to take an assertive approach to meet clients with serious and enduring mental health difficulties, assessing how best to support them while encouraging engagement that includes signposting and attending appointments with primary and secondary Mental Health services. The overall aim is to help those with lived experience regain choice and responsibility for their lives.

Key Responsibilities:

- Develop and sustain a supportive working relationship with clients enabling recovery from mental health crisis and helping them to make positive life choices.
- Provide assertive outreach to improve their current situation and access accommodation, treatment, primary care and other relevant services through general support and signposting.
- Complete risk assessments and adhere to local safeguarding protocols.
- Carry out assessments of the housing and related social and health care needs of clients and where appropriate involve specialist teams / agencies and ensure that these needs are met through support plans and action planning and review.
- Provide information, and advice on welfare rights, housing options, tenancy rights and responsibilities to enable them to make informed choices.
- Provide advocacy and assertiveness skills support encompassing signposting to other services, liaison with housing providers, advice on law and enforcement, access to treatment (including GP, drug, alcohol and mental health service, and rehab).
- Participate in multi-disciplinary working with partner agencies which would include case conferences to further the support, planning individual clients.
- Where necessary assist rough sleepers to access emergency hostel accommodation.

- Promote the service to, the public and other organisations.
- Maintain accurate records as required by the Service Lead.
- Attend and participate in regular team meetings
- Participate in regular support & supervision sessions.
- Adhere and operate to the agreed health & safety and security procedures.
- Attend appropriate training courses and participate in skill sharing sessions within the team.
- To represent MN Essex Mind at relevant external meetings and inter-agency forums, with the agreement of the team manager.
- Keep updated on information relevant to the role e.g. welfare, employment, housing etc.
- Attend team meetings when required.
- Supporting and interacting with colleagues, sharing information and updates on services and regulations, building links within the community.
- Carry out all necessary administration in relation to the casework task.
- To liaise with voluntary and statutory agencies to develop good working relationships and promote co-working strategies where appropriate.
- To collate relevant data and information for monitoring and evaluation processes.
- In line with policy regularly receive management supervision.
- Be aware of legislation and national policies as they affect clients, particularly in the areas of housing, welfare rights, mental health, drug use and community care.

Organisational values: *Post-holders should be able to demonstrate the following:*

Value	Phrase
Listening	We listen to the needs of our wider community and each other – actively engaging, learning and sharing every day
Co-Producing	We believe that the people affected by a service are best placed to help design it and reach collective outcomes together
Trusted	We build trust in our communities by consistently delivering high quality services and being honest in everything we do
Inclusive	We develop inclusive services and support that respect the diversity and dignity of everyone in our communities
Innovative	We explore new ideas and ways of working to build a culture that embraces innovation, excellence and creative solutions
Supportive	We foster a culture of empathy, respect and open communication to support our communities and each other

General:

- *The post holder will be required to participate in the assessment of risk and thereby contribute towards clinical and corporate governance agenda as appropriate.*
- *The post holder must maintain the confidentiality of information about clients and other services, in accordance with the charity's policy.*
- *The post holder will participate in regular supervisions.*
- *The post holder will be expected to keep themselves up to date on all matters relating to Mid and North Essex Mind's procedures and policy.*
- *The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or the charity, reporting any potential risks to life or property immediately in accordance with the charity's Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely.*
- *Refrain from smoking in any area of the premises not designated a smoking area.*
- *Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practice continuous professional development.*
- *The charity is committed to Equal Opportunities for all present and potential members of staff and clients. Therefore the charity expects all employees and volunteers to understand, support, and apply this policy through their working practice, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration*
- *Co-operate with all staff in maintaining good relationships with outside agencies and the general public in order to uphold the charity's image and win increased support for its work*
- *Carry out any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by your direct Line Manager*

Person Specification
POST: Mental Health Outreach Worker

Category	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> NVQ Level 3 in Health & Social Care or equivalent 	<ul style="list-style-type: none"> Good level of general education and/or working towards a recognised mental health qualification
Experience	<ul style="list-style-type: none"> Significant experience of working in Adult Social Care or a Mental Health Setting with people who have complex needs and/or serious or enduring Mental Health difficulties Experience of Adult Safeguarding and ability to apply relevant policy and procedures. To be able to assess risk, encourage positive risk taking and choice and control. 	<ul style="list-style-type: none"> Experiences of working in a complex environment, able to self-motivate and meet set deadlines. Experience of working in partnership with other agencies and providers
Skills, Abilities & Knowledge	<ul style="list-style-type: none"> Excellent communication and interpersonal skills. The ability to converse at ease with clients, other staff, members of the public and provide advice, reason and explain. Competent in the use of Microsoft Word, Office, Outlook and Excel. Experience of working empathetically and in a person-centred manner with people with a range of needs including rough sleepers, people with serious and enduring mental health problems. Ability to maintain professional support work relationships with awareness of personal boundaries Ability to find creative solutions to meet outcomes for service users Ability to maintain confidentiality and professional boundaries with clients to listen and identify issues and or concerns Ability to work under own initiative with a good level of accuracy. 	<ul style="list-style-type: none"> Able work with a wide range of professionals and organisations in a variety of forums
Personal Characteristics	<ul style="list-style-type: none"> Empathic and sensitive manner Flexible, creative and responsive approach Valid UK driving license and access to a vehicle 	