

## Job Description

<b>Job Title</b>	Support Time and Recovery (STaR) Worker
<b>Service/Department</b>	STaR Service
<b>Salary</b>	£25,250 per annum (4 days = £20,200)
<b>Hours</b>	30 hours per week, over 4 or 5 days
<b>Base</b>	Clacton (occasional travel to Colchester required)
<b>Responsible to</b>	STaR Service Manager

### Job Summary:

Working alongside the clinicians of the Therapy for You Service, and as part of the national programme of NHS Talking Therapies, STaRs will work with clients providing support with any practical concerns or difficulties that might be affecting their mental wellbeing.

STaR workers will provide time limited 1:1 support to clients giving information and support to allow them to access a wide range of agencies that can provide help and advice with any housing, social isolation, benefits, debt management and employment problems.

STaR workers will have the client's needs at the forefront at all times with an underpinning set of values and skills that promote person centred recovery, independence and choice.

All STaR workers will be expected to be very knowledgeable and develop links into the community and agencies to enable improved, supported, access to services by clients.

All STaR workers will undertake a similar role, however each worker will be expected to have developed knowledge in a certain area to support the practice of the team.

### Key Responsibilities:

- Manage a caseload of clients, working with them on an individual basis supporting them to access appropriate services and agencies relevant to their needs within the community.
- Conducting an initial assessment and, in agreement with the client, setting out an action plan with clear timescales and using problem solving skills, supporting the client to achieve their goals.
- Monitoring client's mental health and alerting the Service Manager or Duty to any concerns around risk.
- Keep client notes updated in an appropriate, timely and professional manner.
- Together with the Service Manager, be responsible for ensuring that services continually improve in line with internal recommendations and plans and external regulatory requirements.
- 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.
- To undertake supervision and attend all mandatory and essential training as per Mid & North East Essex Mind Policy
- Keep updated on information relevant to the role eg welfare, employment, housing etc.
- Attend team meetings.
- Supporting and interacting with colleagues, sharing information and updates on services and regulations, building links within the community and networking with relevant agencies and services.

- To carry out such other duties and tasks as may be required to implement the role of STaR worker.

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

<b>Value</b>	<b>Phrase</b>
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

## Person Specification

### POST: STaR Worker

Category	Essential	Desirable
	<ol style="list-style-type: none"> <li>1. Good standard of education</li> <li>2. NVQ Level 3 in Health or Social Care (or working towards) or equivalent</li> </ol>	<ol style="list-style-type: none"> <li>1. Breakaway training</li> <li>2. Mental health awareness training</li> <li>3. Risk assessment training</li> <li>4. Health and safety training</li> <li>5. Mental health first aid training</li> <li>6. Manual Handling</li> </ol>
<b>Experience</b>	<ol style="list-style-type: none"> <li>3. Significant experience of working with a vulnerable client group</li> <li>4. Experience of working with people.</li> <li>5. Experience of dealing with agencies</li> <li>6. Experience of working autonomously and managing own workload</li> <li>7. Experience of supporting and working as part of a team</li> <li>8. Experience of supporting people with problems</li> <li>9. Experience of using Microsoft Office</li> </ol>	<ol style="list-style-type: none"> <li>7. Awareness of mental health issues</li> <li>8. Experience of assessing problems and writing an action plan</li> <li>9. Experience of working in a culturally diverse society</li> </ol>
<b>Skills, Abilities &amp; Knowledge</b>	<ol style="list-style-type: none"> <li>10. Ability to create innovative solutions alongside people to help them meet identified goals</li> <li>11. Ability to interact with people</li> <li>12. Problem solving skills</li> <li>13. Ability to assess risk</li> <li>14. Ability to listen effectively and communicate effectively at all levels.</li> <li>15. An ability to act calmly in emergencies and to respond in a professional manner to stressful and challenging behaviour.</li> <li>16. Ability to work flexibly (some out of hours work may be required)</li> <li>17. Understanding of and commitment to Organisation values</li> </ol>	<ol style="list-style-type: none"> <li>10. Knowledge of the community services and agencies</li> <li>11. Knowledge of disability legislation and client rights</li> <li>12. Knowledge of Data Protection Act</li> </ol>
<b>Personal Characteristics</b>	<ol style="list-style-type: none"> <li>13. Empathic and compassionate</li> <li>14. Flexible, creative and responsive approach</li> <li>15. Car driver or ability to travel independently around Mid and North Essex Mind sites</li> </ol>	