

**Job Title:** Armed Forces Families Support Worker

**Reporting to:** Armed Forces Families Wellbeing Lead

**Normal Place of Work:** Carver Barracks

**Hours:** Thursdays 12-5pm with the option of additional ad hoc hours

**Pay:** £12.56 per hour

**The organisation:**

### Mind in West Essex is a local, independent mental health charity. We affiliate to Mind (the National Association for Mental Health) a charity 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.

We embrace diversity and understand that being an inclusive organisation, recognising 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.

About the role:

We are seeking a friendly, reliable individual to work as part of a small team to support wellbeing and community activities for families living at the Carver Barracks sites. This role plays an important part in helping create a welcoming and supportive environment for military families.

**Key Task Areas and Responsibilities:**

* Assist with the planning and delivery of wellbeing activities and events and provide on-site support during family engagement sessions
* Help set up and tidy away activities and materials
* Offer a warm, welcoming and approachable presence for families attending the hub and events
* To offer a safe place to talk and offload
* Individual support and signposting as appropriate
* Assist with the capture and collation of data related to activities
* To contribute to the effective delivery of services offered by the Ministry of Defence’s welfare support team.

## Expectations:

* To undertake other duties that may be necessary as directed by the Coordinator that are compatible with nature and grade of post.
* To adhere to relevant legal and statutory requirements including the Data Protection Act (always ensuring an appropriate level of confidentiality), Health and Safety at Work Act (always ensuring H&S of own and others) and any other relevant/charity law.
* To keep abreast of internal and external communications and respond accordingly.
* To actively engage in supervision and training
* When at work, to act as an advocate for the values and mission of Mind in West Essex at all times
* To maintain professional boundaries at all times.
* Work in a way that acknowledges the personal, social, cultural and spiritual strengths and needs of the individual.

**PERSON SPECIFICATION**

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| **Carver Barracks Support Worker**  | **Essential Criteria** | **Desirable Criteria** |
| **Knowledge** |  |  |
| An awareness of how the Military Community culture  |  | \* |
| Empathy with and understanding of the needs of vulnerable people  | \* |  |
| **Experience** |  |  |
| Experience of supporting people  | \* |  |
| Experience of delivering wellbeing activities  |  | \* |
| **Skills and Abilities** |  |  |
| Good IT skills e.g. Microsoft Word/Excel, Google docs with the willingness to undertake training to use other systems  | \* |  |
| Good interpersonal skills with a supportive & empathetic telephone manner | \* |  |
| Self-motivated with the ability to organise and manage own workload  | \* |  |
| Empathy, patience, and a genuine commitment to creating positive, impactful relationships. | \* |  |
| Ability to record information accurately  | \* |  |
| A genuine commitment to the values of Mind in West Essex | \* |  |
| Ability to work as part of a team and to work on your own initiative. | \* |  |

This Job Description will be subject to review in light of changing circumstances and is not intended to be rigid or exhaustive but should be regarded as providing guidelines within which an individual operates.