

Job Description

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| Job Title | Mental Health Hospital Link Worker |
| Service/Department | Mental Health Hospital Link Service |
| Salary | £25,250 FTE |
| Hours | 22.5 hours per week (Working hours 13:30-21:30) |
| Base | Colchester |
| Responsible to | Service Manager |
| Accountable to | Therapeutic Lead |

Job Summary:

Based in the Urgent Treatment Centre (UTC) and Emergency Department (ED) at Colchester General Hospital the Link Worker will be a non-clinical point of contact for individuals presenting at hospital with intense emotional distress.

Working closely with the UTC Triage Team the Link Worker will offer first line empathic, person centred support to people experiencing low level mental health concerns, and then refer to the Volunteer Link Worker team for short term practical and emotional support, or refer / signpost to North East Essex (NEE) Sanctuary and other services as appropriate.

Key Responsibilities:

1. Offer person centred, empathic support to individuals experiencing emotional and mental health distress within the UTC and Emergency Department.
2. Actively de-escalate crisis situations in a high pressure environment. Establishing rapport with individuals and clearly identifying immediate support needs.
3. Liaise closely with the hospital triage team and other clinical teams within Colchester General Hospital.
4. To develop and maintain excellent relationship with the hospital teams, Link Volunteers, NEE Sanctuary and other partnerships.
5. Develop positive and supportive relationships with individuals, maintaining professional boundaries.
6. Assist individuals to develop self-management strategies and to make the best use of the local resources around them.
7. Support and interact with colleagues, sharing information and updates on services and regulations, building links within the community.
8. Ensure documentation is maintained in a timely and professional manner.
9. Communicate with the Service Manager and Therapeutic Lead to ensure effective service delivery, in line with policies and procedures.
10. Encourage and listen to the views of people accessing the service and use case studies to reflect the support provided to the Therapeutic Lead, along with the first hand feedback.
11. Work positively with multi-disciplinary team (MDT) members ensuring that relevant information is passed on to the team, especially regarding risk.
12. Manage own time and workload effectively, and maintain own wellbeing
13. Attend and actively participate in line management one to ones and relevant meetings, as necessary.
14. Attend all mandatory and essential training as per Mid & North East Essex Mind Policy.
15. Work within the Values, policies and procedures of Mid and North East Essex Mind.

16. Perform all other duties as may reasonably be expected of your operational line manager.

| Organisational values: <i>Post-holders should be able to demonstrate the following:</i> | |
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| 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 |

Person Specification

POST: Mental Health Hospital Link Worker

| Category | Essential | Desirable |
|--|---|---|
| Education & Qualifications | <ol style="list-style-type: none"> 1. Good standard of education. 2. Qualified to Level 3 in Health/Social Care or a relevant subject. | <ul style="list-style-type: none"> • Psychology Degree or equivalent. • Health and Social Care Level 3 • Risk assessment training. • Mental health first aid training. |
| Experience | <ol style="list-style-type: none"> 3. Minimum two years' experience of working in the field of mental health or other comparable field. 4. Experience of supporting people experiencing mental health distress. 5. Experience of effective partnership working. 6. Experience of working autonomously and managing own workload. 7. Experience of supporting and working as part of a team. | <ul style="list-style-type: none"> • Experiencing of working within an NHS environment. • Experience of working within UTC / ED. |
| Skills, Abilities & Knowledge | <ol style="list-style-type: none"> 8. Working knowledge and experience of Safeguarding Vulnerable Adults. 9. Ability to demonstrate resilience to work with difficult or complex situations with clients. 10. Ability to network for the benefit of the client and service delivery. 11. Ability to communicate and retain relationships with clients, their family/friends. 12. Ability to communicate with different range of cognitive abilities e.g. learning difficulties, communication issues. 13. Proficient in the use of Microsoft Outlook and Microsoft Word and familiar with relevant database management systems. 14. Ability to work flexibly. 15. Understanding of and commitment to Organisation values. | <ul style="list-style-type: none"> • Knowledge of interventions available and making appropriate referrals dependant on individual need. • Knowledge of community services and agencies. • Knowledge of Data Protection Act. |
| Personal Characteristics | <ol style="list-style-type: none"> 16. Empathic and compassionate. 17. Flexible, creative and responsive approach. 18. Car driver or ability to travel independently around Mid and North Essex Mind sites. | |