

Job Description

Job Title	Positive Pathways Senior Link Worker (Young Adults)
Service/Department	Community Services
Salary	£25,000 per annum
Hours	37.5 per week
Base	Mid Essex
Responsible to	Mental Health Support Services Manager (Mid and North East Essex Mind) & Youthful Wellbeing Service Manager (Thurrock & Brentwood Mind)

Job Summary:

We aim to increase people's connection with others and their local community and empower them to take control of their own health and wellbeing. We help to strengthen personal and community resilience, and reduce health inequalities, by addressing the wider determinants of health, such as debt, poor housing and physical inactivity.

The role holder will provide holistic, short-term support, connecting young adults aged 18-25, who are experiencing mental health problems, to local initiatives and services for practical and emotional support.

Key Responsibilities:

1. To effectively engage people using face to face and digital means in accordance with the organisation's policies and procedures.
2. To positively promote the understanding that the young adult is in control of the pace of their recovery journey and its route.
3. To provide information in a way that young adults can understand so that they understand the options available and can make informed choices about their recovery.
4. To develop and maintain effective, positive, and respectful working relationships with young adults, families/carers, and professionals.
5. To receive and effectively process referrals and manage a caseload of young adults.
6. To give young adults time to tell their stories and focus on 'what matters to me'. Build trust with the person, providing non-judgemental support, respecting diversity, and lifestyle choices. Work from a strength-based approach focusing on a person's assets.
7. To help young adults identify the wider issues that impact on their health and wellbeing, such as debt, poor housing, being unemployed, loneliness and caring responsibilities.
8. To work with young adults to co-produce a simple personalised wellbeing plan – based on the person's priorities, interests, values and motivations – including what they can expect from the groups, activities and services they are being connected to and what the person can do for themselves to improve their health and wellbeing.
9. In collaboration with young adults establish SMART goals; review regularly and evidence their recovery progress using the agreed outcome measurement tool.
10. To signpost young adults and/ or facilitate referrals to community-based services and activities, including peer support, health, social, leisure, employment, and training opportunities.
11. To undertake a brief key working support role where appropriate, depending on the level of need and ability of the young adults.
12. To establish that young adults have been contacted by/engaged with community support (as per wellbeing plan) and review progress where possible, using the agreed outcome measurement tool, prior to discharging from caseload.
13. Where young adults may be eligible for a Personal Health Budget, help them to explore this option as a way of providing funded, personalised support to be independent, including helping people access resources to support their recovery.

14. Where young adults are eligible, apply for PHB funding, organise support (e.g. liaise with an agency providing Personal Assistants) and conduct 3-monthly reviews and arrange formal 6-monthly PHB reviews for the duration of the PHB.
15. To maintain accurate electronic case records and administrative systems.
16. To ensure the effective delivery of activity and quality standards to meet service specifications.
17. To collect and collate data/ information effectively for the purpose of audit, research and service performance and draft written reports where required.
18. To encourage young adults, families/carers, and other stakeholders' involvement in raising awareness, service design and evaluation.
19. To understand the range of risks potentially faced by young adults and undertake effective risk assessment and safety planning.
20. To contribute to the development of best practice with the service.
21. To undertake training as necessary to promote the development of skills and knowledge.
22. To receive supervision, appraisal and to attend regular staff meetings.
23. To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services.
24. To promote awareness of and commitment to the Organisation's Equality and Diversity Policy in relation to employment and service delivery.
25. To adhere to Safeguarding Adults Policy and follow reporting and recording processes in the event of any Safeguarding incidents and ensure all relevant information that gives cause for concern regarding practice or workload are shared with the Manager.
26. To ensure full compliance with the Health & Safety at Work Act 1974, the Organisation's Health and Safety Policy, delegated responsibilities, and all locally agreed safe methods of work.
27. All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with GDPR, and the Data Protection, Physical and Environmental Security and Confidentiality Policies
28. 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>	
Value	Phrase
Honest	Trust in our honesty
Empowering	Giving others strength
Non-judgemental	Treating all as equals
Respectful	Showing admiration for others
Supportive	Here when people need us

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 and an annual staff appraisal.*
- *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: Positive Pathways Senior Link Worker (Young Adults)

Category	Essential	Desirable
Education & Qualifications	<ol style="list-style-type: none"> 1. Good level of general education including Literacy and Maths 2. Level 3 (or above) in Health & Social Care or equivalent qualification in an appropriate subject AND/OR 3. Demonstrable equivalent experience 	
Experience	<ol style="list-style-type: none"> 4. Experience working with young adults with mental health difficulties 5. Experience of working with community resources 6. Experience of Working in partnership with young adults, their families and other professionals to achieve positive outcomes 7. Experience of managing a caseload (which includes the Admin of that, accurate case notes, statistical information, risk assessment and safety planning) 8. Experience of using a person-centred, strength-based approach to improve understanding of wellbeing, build resilience, increase self-esteem, confidence and manage their emotions 9. Experience of effective collaboration and partnership both within and outside the organisation 	
Skills, Abilities & Knowledge	<ol style="list-style-type: none"> 10. Effective organisational and problem solving skills with the ability to prioritise and time manage 11. Excellent written communication skills 12. Demonstrable experience of managing boundaries including an understanding of the principles of confidentiality 13. Proficient in the use of MS Office and familiar with relevant database management systems 14. Understanding of the impact of social factors on mental health issues 15. Understanding of safeguarding issues and procedures, risk management and health and safety 	
Personal Characteristics	<ol style="list-style-type: none"> 16. Must have use of own vehicle for business purposes, and willingness/ability to travel within Mid Essex as required by service 17. Flexible working to meet the needs of the service 18. Commitment to reducing health inequalities and proactively working to reach people from all communities 19. Enthusiastic and motivational, with a strong 'can do' attitude 	