



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Resource Centre and Outreach Support Worker
<b>BASE LOCATION:</b>	49-51 Russell Street Kettering NN16 0EN
<b>RESPONSIBLE TO:</b>	Resource Centre Services Manager CEO Kettering Mind Executive Committee
<b>BASIC HOURS:</b>	37 hours per week Flexible: Shift work on a rota system including evenings and some bank holidays and weekends
<b>SALARY:</b>	Salary Scale Points 19 – 23

### **SUMMARY – Main purpose of the post**

To provide support, overall Resource Centre service delivery and develop Kettering Mind as a community resource. To deliver services that will underpin the core principles of dignity and respect, and will promote physical health and mental wellbeing, hope, control and opportunity of people experiencing mental health problems and distress.

To increase the public profile of Kettering Mind through the delivery of a programme of engagement activities and outreach work within the local community. Connect and build strong partnerships with other local organisations, community groups and underrepresented or marginalised communities to breakdown stigma and discrimination surrounding mental health by promoting positive attitudes, awareness and understanding.

To ensure Mind's Quality Standards are maintained, and that all Health & Safety legislation is implemented and followed, and all policies and procedures of Kettering Mind are adhered to.

### **KEY RESPONSIBILITIES**

#### **RESOURCE CENTRE AND CRISIS SUPPORT**

- 1) Facilitate social, educational, occupational and therapeutic courses, workshops and activities in line with their specific service specifications, to a high standard within specified timeframes.
- 2) Complete assessments, reviews and develop personalised support plans for individuals.
- 3) To work within crisis pathway services to support individuals, who are experiencing mental health crisis and distress. Actively listen to individuals, encourage positive steps towards management of crisis, and promote recovery by developing person centred crisis support / safety plans.

- 4) Support individuals to develop self-management strategies and to make the best use of local resources available to them, signposting or making referrals to other agencies as required.
- 5) Actively safeguard and risk assess all individuals that access the service and escalate to appropriate professionals and other services where medical intervention or formal mental health assessment and support is required.
- 6) To provide personalised individual care packages for clients of Kettering Mind services. Ensuring the needs of individual service users are addressed, and regularly review the effectiveness of the service in relation to service user's expressed needs and interests.
- 7) Support the Services Manager with the recruitment, induction, training, support and supervision of volunteers.

### **OUTREACH AND COMMUNITY ENGAGEMENT**

- 8) Take part in proactive partnership working, networking and outreach work through the delivery of community engagement events and training to enhance the public profile Kettering Mind undertakes in the local community.
- 9) Develop and facilitate engaging training and awareness sessions on a variety of topics and present to potentially large groups of people.
- 10) To liaise and support with other local organisations and community groups to promote mental health awareness and Kettering Minds services. Ensuring positive professional working relationships are developed and maintained at all times.
- 11) Maintain a comprehensive knowledge of other local services and organisations to enable individuals to be signposted to the most appropriate local services for their needs.
- 12) To utilise and engage individuals with lived experience and volunteers to support with outreach and engagement work.

### **GENERAL DUTIES**

- 13) To use current client record management systems, to record, monitor, evaluate and review effectiveness of services. This will include providing verbal and/or written reports to the Service Manager and completing monitoring reports within specified timeframes. To be responsible for ensuring all records are accurate and up to date.
- 14) Promote and encourage service user involvement across all levels of the organisation.
- 15) To work flexibly to ensure continuity across all Kettering Mind service areas; this will involve covering shifts as part of a rota system.
- 16) Account for the Resource Centre daily money taking, cashing up and banking. Adhering to policies and procedures that are in place underpinning the seriousness of ethics, charitable integrity and handling cash.
- 17) To ensure the maintenance, comfort and security of the premises in use, and that special attention is given to health and safety, cleanliness and presentation inside and out.

- 18) Adhere to safeguarding, risk management, risk assessment and lone working policies and procedures as required by the role.
- 19) Maintain high levels of awareness in relation to the health and safety of yourself, colleagues, and the individuals we support.
- 20) Complete training and qualifications identified as necessary for the role, taking responsibility for own continual professional development.
- 21) Utilise supervisions and appraisals as an opportunity to clarify role, expectations, and to give and receive feedback.
- 22) Carry out any other duties which fall within the broad spirit, scope and purpose of this job description which may be deemed necessary.

**Review of Job Description/Person Specification**

This job description is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. It is the practice of Kettering Mind to regularly review employee’s job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. Each manager and those working directly to him or her will jointly conduct this procedure.

You will, therefore, be expected to participate fully in such discussions and, in connection to them, to re-write your job description to bring it up-to-date if this is considered necessary or desirable. The aim is to reach agreement on reasonable changes, but if agreement is not possible then the right to effect changes to your job description after consultation with you is reserved. Appropriate notice of such changes will be given.

Employee signature ..... Date .....

Employer signature .....Date.....

***Kettering Mind is committed to Mind’s Quality Mark***

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