

Job Description

Mine Line Support Worker - Evening

Job Details

Job Title: Mind Line Support Worker
Hours: 17.5 hours, (Weds-Sun, 4PM-11PM)
Salary: £11,000 pro rata, £22,000 FTE per annum
Location: Swindon (SN1)
Reports to: Service Manager, The Junction

Job Purpose

As a Mind Line Wellbeing Coordinator, you will be taking a variety of incoming calls from people in the local community who are looking for immediate support. The S&G Mind Line offers a dedicated support line and as a Mind Line Wellbeing Support Worker you will be offering emotional and practical support based on the 5 Ways to Wellbeing and other evidence-based interventions.

We are looking for someone who has good communication skills with an excellent telephone manner, good listening skills, patience, a calm manner, empathy as well as the ability to cope with emotional situations and ability to relate to and adapt communication style to suit a wide range of people.

Key Responsibilities

- Respond to all telephone support calls as part of S&G Mind Line service offer, answering incoming calls and managing calls in a calm, professional manner and always treating people with dignity and respect.
- Ensure ICT systems and data recording systems are used appropriately in line with S&G Mind policies and procedures.
- To assess risk on the phone and use the UK Mental Health Triage Scale as part of risk assessing.
- To complete referrals or provide signposting when appropriate to people who have called the service, referring into other areas of support internally and externally.
- To respond to voicemails within a timely manner as agreed by the line manager if all incoming lines are busy.
- To provide follow up calls when appropriate, as well as calls to professionals involved with the person's care.
- To be trained in MHFA and ASIST and use these skills to support individuals who may be in crisis when calling the service.
- To promote the 5 Ways to Wellbeing as part of the service offer.
- Promote the Mind line to the local community and other organisations.
- Work with colleagues to ensure effective internal systems including but not limited to maintenance of records and GDPR compliance.
- Carry out work in accordance with S&G Mind's policies and service procedures, current legislation, and quality standards.
- To be prepared for, attend, and engage in staff meetings, supervision, appraisal and training as agreed with your line manager.

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- Identify where the content of a call raises concerns over the welfare or a person or concerns around safeguarding, ensuring safeguarding procedures are followed.
- Maintain confidentiality in relation to personal data held in accordance with GDPR.
- To ensure appropriate and effective communication links with other departments and other areas of S&G Mind.
- To have good knowledge of services in Swindon and Gloucestershire and to be able to signpost appropriately to external agencies and NHS services.
- Use a range of office software including spreadsheets, email and database information.
- To use 'Views' database system or an alternative data software (as appropriate) to capture, track and monitor performance.
- To support other areas of work and undertake other duties at Swindon & Gloucestershire Mind when needed.

General Responsibilities

The following are applicable to all employees and posts:

Confidentiality

- Ensure accurate and detailed records are kept and to comply with data protection procedures.
- Work with colleagues to ensure effective internal systems including but not limited to maintenance of records and GDPR compliance.

Data Quality

- General administrative duties to include data collection, monitoring and reporting outcomes.
- Ensure ICT systems and data recording systems are used appropriately in line with the organisation's policies and procedures.
- Use 'Views' database system or an alternative data software (as appropriate) to capture, track and monitor performance.

Health and Safety

- Ensure compliance with legal and health and safety regulations, such as the organisation's health and safety policy and procedure.

Marketing and Networking

- To liaise and network with relevant statutory and third sector organisations.
- To promote the service to high-risk groups by linking in with external agencies to build relationships and promote the service offer.
- Promote the organisation to the local community and other organisations.

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Policy and Procedure

- To maintain up to date knowledge of legislation, national and local policies.
- To carry out work in accordance with the organisations policies and procedures, current legislation and quality standards.
- To keep up to date with the organisations policies and procedures.

Professional and Personal Development

- Be part of a team that builds and sustains a positive, dynamic can-do culture, making the organisation a great place to spend time.
- Attend and contribute to regular team meetings to maintain effective communication and awareness of progress and development within the organisation and in mental health services in general.
- Be prepared for, attend, and engage in staff meetings, supervision, appraisal and training as agreed with the wider organisation and your line manager.
- To work closely with the Management and Senior Leadership Team (SLT).

Service Delivery

- To promote the 5 Ways to Wellbeing Model as part of the organisation's support offer.
- To utilise the use of the UK Mental Health Triage Scale (UK MHTS) when completing risk assessments for people being supported.

Person Specification

Our duty to quality means we need a workforce that have the mandatory skills, knowledge and attitudes, in which we can continuously adapt to improve service delivery to meet the challenges and changes faced.

Experience	Essential (E) or Desirable (D)
Relevant experience of working in any health, social care, or any related voluntary organisation setting.	E
Experience volunteering or working on a helpline offering emotional support.	E
Experience and knowledge of working within mental health, supporting individuals experiencing mental health problems.	E
Skills and Abilities	
An understanding of a range of skills and interventions linked to wellbeing and recovery practice e.g. counselling, community signposting etc and their role in supporting recovery and resilience.	E
Willingness to support people with a range of needs to meet their recovery goals.	E

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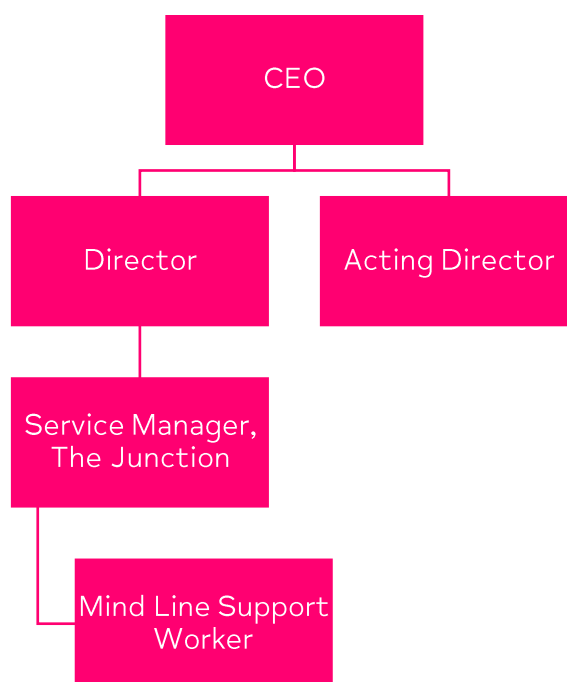
Understanding of the issues and concerns of individuals with mental health needs.	E
Knowledge and commitment to people accessing our services.	E
Understanding of the impact of stigma and discrimination.	E
Knowledge of local policies in respect of safeguarding.	E
Able to demonstrate a broad understanding of the concept of confidentiality.	E
Willingness to take part in activities which support team working.	E
Able to demonstrate an appreciation of equal opportunities/diversity issues.	E
Able to manage stress and to plan and prioritise workload.	E
Well-developed IT skills including competent use of Microsoft Office and the use of electronic record keeping systems.	E
Knowledge	
Demonstrable knowledge and experience of working with people with mental health problems.	E
Experience of using a telephone as a regular means of communication in a work environment.	E
Demonstrates a good understanding of recovery principles and the role of mental health services in the delivery of care.	E
Demonstrate well-developed listening skills and effective verbal communication skills, such as being able to engage appropriately with people, carers, colleagues, statutory and voluntary agencies, both face to face and by telephone.	E
Well-developed IT skills including competent use of Microsoft Office, and the use of electronic record keeping systems.	E
Demonstrates a willingness to embrace new technology and processes.	D

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Demonstrate well developed written communication skills, with the ability to produce letters, written reports, maintain accurate records and record required statistical information.	E
Education/Qualifications	
Trained in an allied field such as counselling, mediation, advocacy or social work.	D
Attitudes	
A commitment to working within a framework that recognises the diversity of people and encourages equality and opportunity for all.	E
A commitment to the participation of people accessing our services in decision-making processes in the design and delivery of the services they access.	E
A commitment to ongoing personal development training.	E
A commitment to the purpose, vision, mission and values of the organisation.	E
General	
An ability to travel to venues across Swindon and Gloucestershire.	D
Flexible approach to working.	E

Organisational Chart



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Organisational Values

Swindon and Gloucestershire Mind have a set of values, vision and mission all of which feeds into the organisation's behavioural framework.

Our Values:

Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.

Our Vision:

Creating services where people are recognised, valued and supported.

Our Mission:

Provide advice and support to empower anyone experiencing a mental health problem.

We are seeking someone who will lead by example, demonstrating the organisation's behavioural framework:

- Trust and Respect
- Communication
- Responsibility
- Collaboration
- Excellence
- Leadership

Training and Support

We see training and development as an essential investment in its own future and recognise that carefully planned and well delivered training and development increases efficiency and effectiveness at individual and service levels. All staff receive the following:

- A full induction for your job role and working environment, this includes a specific training programme pending on your role and service area.
- Regular supervision from your line manager, including professional development reviews (PDR's) and evaluating your Continuing Professional Development (CPD).
- Bi-monthly debrief meetings at alternating venues between Swindon and Gloucestershire.

We encourage all staff to participate in all team forums which can provide unique opportunities to establish critical professional prospects such as peer feedback.

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Further Information

These duties are intended to be a guide to the post* and should not be considered exhaustive. The role is subject to review, depending on the needs of Swindon and Gloucestershire Mind. The post holder will be encouraged to participate in any such review.

**Hours may change depending on the need i.e., covering absence, annual leave and sickness and will be reviewed regularly during supervision.*

Conditions of Employment

New employees will be subject to a six-month probationary period and will be subject to an enhanced Disclosure and Barring Service (DBS) check and references.

The safety and wellbeing of our workforce and people accessing our services is our priority, which is why it is now a condition of employment for anyone joining us that they have had the recommended coronavirus vaccine by the NHS.

To apply, please check our website:
<https://www.sgmind.org.uk/vacancies/>

For any enquiries or questions, please email:
recruitment@sgmind.org.uk