

JOB DESCRIPTION

Job Title: Employment and Volunteer Coordinator	Grade/Pay Scale: £17,588.48
Reports to: Swindon Manager	Hours: 28 hours per week This is a fixed term post until December 2022
Location: Sanford House, Swindon	Wellbeing Team
<p>Job Purpose: As an employment and volunteer coordinator you will be working with adults who are experiencing mental health problems and providing support to help them find employment, training or educational opportunities, or supporting people to maintain their employment. Support will be provided on a 121 basis as well as group sessions. You will also provide training workshops to local businesses and organisations to promote ways in which employees/employers can promote good wellbeing in the workplace. Furthermore, as an employment and volunteer coordinator you will promote volunteering opportunities within SG Mind and provide supervision and support to volunteers.</p>	
<p>Key Accountabilities: Employment Support</p> <ol style="list-style-type: none"> 1. To provide 121 support to adults who are experiencing mental health problems, who need help with finding employment or support to maintain their employment. 2. To provide 121 support for adults who are experiencing mental health problems and need support with finding volunteering positions or training opportunities as a step towards employment. 3. To work collaboratively with other organizations, such as Swindon Department of Work and Pensions and Building Bridges. 4. To deliver outcomes for people, by getting them into employment, education or voluntary positions in relation to quarterly KPI targets. 5. To lead on SG MIND Job Club which enables people to have group support looking for employment opportunities. To lead on the structure of the programme which will include interview questions, CV writing, gaps in CV's. 6. To support people to meet their own goals and aspirations. 7. To build relationships with local organizations for training opportunities, volunteers centre for volunteering opportunities 8. To deliver workshops to companies/businesses to promote wellbeing in the workplace and how employees can be supported. 9. To provide 121 support during evening appointments for people who cannot access the service in the day time due to other commitments i.e. training, employment. <p>Wellbeing Coordination</p> <ol style="list-style-type: none"> 10. To arrange 121 wellbeing appointments with people assigned for wellbeing support 11. To support individuals to develop wellbeing plans based on the 5 Ways to Wellbeing 12. To meet a number of wellbeing plans set as targets by manager. 13. To meet a number of WRAP plans set as targets by manager. 14. To provide 8-week review appointments to people and follow up calls in between reviews. 15. To manage own case load of wellbeing coordination. 16. To promote resilience by supporting individuals to develop and maintain their own recovery plans 17. To identify where an individual wants to gain, retain employment at earliest opportunity and support them. 18. To monitor individual Wellbeing Plans and provide additional support when needed. 	

19. To provide wellbeing step down support for adults being discharged from secondary mental health services, in particular people being discharged who are in employment or looking for employment.

Volunteers

20. To promote volunteering opportunities available across Swindon & Gloucestershire Mind services
21. Provide informal interviews to volunteers by following the volunteer's procedures and policies.
22. To ensure all volunteers have received relevant training inductions and have a current DBS.
23. To record data on volunteering hours, total number of volunteers within SG Mind in line with quarterly reporting.
24. To support and supervise volunteers within SG MIND
25. To ensure volunteers follow SG Mind policies and procedures.

Monitoring & Evaluation

26. To collect relevant information in line with management expectation to capture, track and monitor performance
27. To deliver outcomes and record outcomes in relation to key performance indicators for employment, training and volunteering outcomes.
28. Maintain accurate, confidential records of individual activity, writing reports and letters, utilising electronic record and other systems available within Swindon & Gloucestershire Mind
29. Report and record within agreed timeframes, all activity relating to information reporting and performance requirements
30. To provide timely reporting and monitoring for the service manager and CEO for reporting to stakeholders and commissioners

Support & Advice

31. Provide up to date information, signposting and referral
32. To refer, signpost and support individuals to the most appropriate services, within Swindon & Gloucestershire Mind, with mental health service providers and community resources
33. To make people aware of their rights and what they can expect when applying for employment

General Duties

34. Effectively build hope inspiring relationships which acknowledge the personal journey of each person, and focus on strengths and aspirations to allow the creation of meaningful personal recovery plans
35. Work collaboratively and sensitively with individuals, with a range of mental health needs to develop skills to manage their own health, in accordance with their personal recovery plan
36. Actively promoting and using approaches which are affirming, build on strengths, identify past positive experience and success
37. Use small steps to move towards the person's goal
38. Promote the rights of individuals by recognising differences and acting in accordance with the relevant legislation, recognising and reporting discriminatory behaviour, and taking appropriate action
39. Monitor and maintain health, safety and security of self and others, taking appropriate action where required
40. To undertake general admin duties (e.g. answering the telephone) whilst in the office.
41. To cover community programme sessions on occasions when cover is required
42. To deliver workshops when required
43. To support other areas of work and undertake other duties at Swindon & Gloucestershire Mind when needed

Training and support

44. You will receive a full induction to Swindon & Gloucestershire Mind, your job role and working environment.
45. You will have a line manager and receive supervision.
46. You will be provided with training to enable you to do your job effectively
47. Where possible and relevant to your job, we will support you to further your learning and development.

The role will involve flexible working covering some evenings and weekends.

Knowledge/Experience/Skills:

Essential

- Relevant experience of working in any health, social care, or any related voluntary organisation setting
- Demonstrable knowledge and experience of working with people with mental health problems
- Able to articulate a clear knowledge of policy and legislative frameworks within which mental health services are delivered.
- Demonstrates a good understanding of recovery principles and the role of mental health services in the delivery of care
- Demonstrate well-developed listening skills and effective verbal communication skills, such as being able to engage appropriately with service users, carers, colleagues, statutory and voluntary agencies, both face to face and by telephone.
- Well-developed IT skills including competent use of Microsoft Office, and the use of electronic record keeping systems
- Demonstrates a willingness to embrace new technology and processes
- Demonstrate well developed written communication skills, with the ability to produce letters, written reports, maintain accurate records and record required statistical information
- Able to support, coach and empower people with their Wellbeing Planning
- Willingness to support people with a range of needs to meet their recovery goals
- Understanding of the issues and concerns of individuals with mental health needs
- Knowledge and commitment to service users' rights
- Understanding of the impact of stigma and discrimination
- Knowledge of local policies in respect of safeguarding
- Able to demonstrate a broad understanding of the concept of confidentiality
- Willingness to take part in activities which support team working
- Able to demonstrate an appreciation of equal opportunities/diversity issues
- Able to manage stress and to plan and prioritise workload

Desirable

- Experience of working with people with learning disabilities and autism
- Experience of teaching/training individuals or groups
- Knowledge or understanding of employment needs and support for people with mental health issues
- Knowledge of the benefits systems
- Able and willing to reflect on work practice and be open to constructive feedback
- Able to work in an enabling and creative way
- Able to carry out practical tasks
- High level of self-awareness – ability to critically appraise own performance
- Critical thinker
- To be able to maintain a flexible working pattern

Normal working hours:

Review

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

Probationary Period

New employees will be subject to a six-month probationary period and will be subject to an enhanced DBS check