

## JOB DESCRIPTION

**Job Title:** Recovery & Outreach Coordinator

**Grade/Pay Scale:** £10,010 per annum

**Reports to:** Swindon Manager

**Hours:** 2 x 17.5 hour posts  
Working hours to be discussed – posts to cover core hours between 9am-4:30pm Monday-Friday

**Location:** Sanford House, Swindon & in the community

**Wellbeing Team**  
Fixed post up until September 2021

### Job Purpose:

Primarily this post will work closely with the Rough Sleeper Team within Swindon Borough Council providing mental health support for people experiencing homelessness. The post will also work closely with Avon & Wiltshire Partnership NHS Trust Swindon Recovery team providing support from our Steps Programme which involves 121 outreach work.

### Key Accountabilities:

#### Recovery focused outreach

1. To support the delivery of the outreach service in relation to the rough sleepers project, supporting individuals with their mental health.
2. To work closely with care coordinators and other professionals within the NHS Swindon Recovery team, supporting people have been referred to the Steps Programme.
3. To work as part of a multi-agency team, based over multiple sites – such as The Haven, Booth House & Mind central office.
4. Monthly attendance of the Rough Sleeper Panel
5. To attend meetings arranged by the Rough Sleeper Team within Swindon Borough Council
6. To attend handover meetings involving care coordinators and service user who have been referred
7. To provide outreach appointments, in line with agreed timescales of support.
8. To develop a plan with the service user that they will own and be responsible for. The plan will be developed around the strengths, priorities and needs which the service user identifies as being important to them.
9. To identify alternative options if they are struggling with any of the actions on their plan.
10. To work with the service users to overcome any barriers and identify potential alternatives.
11. To work with the street triage team to support people experiencing homelessness

#### Wellbeing Coordination

12. To arrange 121 wellbeing appointments with people assigned for wellbeing support
13. To support individuals to develop wellbeing plans based on the 5 Ways to Wellbeing
14. To meet a number of wellbeing plans set as targets by manager.
15. To meet a number of WRAP plans set as targets by manager.
16. To provide 8-week review appointments to people and follow up calls in between reviews.
17. To manage own case load of wellbeing coordination.
18. To promote resilience by supporting individuals to develop and maintain their own recovery plans
19. To identify where an individual wants to gain, retain employment at earliest opportunity and support them.
20. To monitor individual Wellbeing Plans and provide additional support when needed.
21. To support people who are affected by homelessness to access mental health support in the local community, referring and signposting to relevant agencies e.g. Self Harmony service

#### Monitoring & Evaluation

22. To collect relevant information in line with management expectation to capture, track and monitor performance in relation to key performance indicators (KPI's)
23. Maintain accurate, confidential records of individual activity, writing reports and letters, utilising electronic record and other systems available within Swindon & Gloucestershire Mind
24. Report and record within agreed timeframes, all activity relating to information reporting and performance requirements
25. To provide timely reporting and monitoring for the service manager and CEO for reporting to stakeholders and commissioners
26. To collect data and provide reports in relation to the Rough Sleeper pilot in partnership with Swindon Borough Council

#### **Support & Advice**

27. Provide up to date information, signposting and referral
28. To refer, signpost and support individuals to the most appropriate services, within Swindon & Gloucestershire Mind, with mental health service providers and community resources

#### **General Duties**

29. 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
30. 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
31. Actively promoting and using approaches which are affirming, build on strengths, identify past positive experience and success
32. Use small steps to move towards the person's goal
33. 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
34. Monitor and maintain health, safety and security of self and others, taking appropriate action where required
35. To deliver training/workshops to businesses, schools
36. To cover Mind Time sessions when required e.g. sickness/annual leave.
37. To undertake general admin duties (e.g. answering the telephone) whilst in the office.
38. To support other areas of work and undertake other duties at Swindon & Gloucestershire Mind when needed

#### **Training and support**

39. You will receive an induction to Swindon & Gloucestershire Mind, your job role and working environment.
40. You will have a line manager and receive supervision.
41. You will be provided with training to enable you to do your job effectively
42. 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
- Trained in an allied field such as counselling, mediation, advocacy or social work
- Knowledge of homelessness and or housing needs.
- 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

#### **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