

## Job Description

**Job Title:** Support Worker

**Salary:** £18,746-19,048 per annum  
(£8,819.20 pro rata)

**Reports to:**  
Services Manager, Gloucestershire

**Hours:** 16 hours per week  
(with flexibility required).

**Shift Pattern:**

To be agreed upon with the line manager following successful appointment, shift pattern will include weekends.

**Location:**

Alexandra Wellbeing House, Gloucester

**In the Gloucestershire Wellbeing Team.**

**Job Purpose:**

As a Wellbeing Support Worker, you will be working with people with mental health needs in a 5 bedded house which offers a short-term retreat and wellbeing support. The aim of the Wellbeing House is to:

- Support Guests to develop wellbeing and safety plans to help prevent further escalation which may result in hospital admission and/or crisis.
- Support those being discharged from hospital so they can move back into the community if they have their own secure accommodation arrangements.

This is an exciting project that Swindon & Gloucestershire Mind are delivering in Gloucester in partnership with Gloucestershire Health and Care NHS Foundation Trust. We are seeking individuals that have the drive to make it succeed.

**Recovery Statement:**

Alexandra Wellbeing House places recovery and empowerment at the heart of our Service. Therefore, we all demonstrate the recovery values of:

- **Open**  
We reach out to anyone who needs us.
- **Together**  
We're stronger in partnership.
- **Responsive**  
We listen, we act.
- **Independent**  
We speak out fearlessly.
- **Unstoppable**  
We never give up.

**On-Call:**

**This role will include being on-call on a rota system.** There is additional payment for staff that must attend site and deal with an out of hour's incident. The escalation procedure is also stated below:



**Remote Working:**

Due to COVID-19, you may be required as a temporary measure to support clients remotely, providing telephone wellbeing sessions to Guests accessing the Alexandra Wellbeing House.

## Key Accountabilities:

### Operational Delivery:

- Work closely with the Services Manager, Gloucestershire in the general day to day running of the Alexandra Wellbeing House and supporting Guests and Volunteers.
- Ensure compliance with legal and health and safety regulations, such as the service Health and Safety Manual.
- Ensure accurate and detailed records are kept and to comply with data protection procedures.
- General administrative duties to include data collection, monitoring and reporting outcomes.
- Be part of a team that builds and sustains a positive, dynamic can-do culture, making the service 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 service and in mental health services in general.
- Assist with the cleaning and general upkeep of the service.
- Establish and maintain outstanding communication with the Guests and referring agencies.

### Wellbeing Support:

- Respond to referrals received into the service, arrange assessments and raise any risk concerns with the Services Manager, Gloucestershire.
- Support the Wellbeing Support Workers and Services Manager, Gloucestershire in the assessment and risk assessment process of potential Guests referred to the Wellbeing House.
- Inform potential Guests of the outcome of referrals, whether a stay is offered or not and any other additional information if necessary.
- Promote resilience by supporting Guests in the development and maintenance of individual Safety and Support Plans.
- To assess, coach and plan using the Five Ways to Wellbeing model.
- Monitor and evaluate individual Wellbeing Plans on a regular basis.
- Work alongside Guests to identify needs to be met both during their stay and when they leave.
- To work with Guests in a recovery orientated, solution focused, person centred and holistic way.
- To manage Wellbeing Reviews for own caseload with support and direction from the Services Manager, Gloucestershire and general management.
- Assist Volunteers in providing peer support and daily tasks in the house.
- To work alongside Guests to identify and network with agencies and individuals who can assist in the process of solving practical problems.
- Participate in the development of a service that is welcoming, user friendly and empowering.
- Ensure the promotion of resilience building through effective evaluation of Guests wellness and experience and monitoring the endurance of outcomes with support and direction of the Services Manager, Gloucestershire

### Business Development:

- Ensure excellent Partnership working by working in collaboration with mental health workers in statutory and non-statutory services, thus enabling continuity of care and coordination of services.
- Promote Swindon & Gloucestershire Mind in Gloucestershire by attending events, external meetings and promoting workshops delivered at the Wellbeing House.

## Person Specification

### Essential:

- Full UK Driving License and ability to travel 24/7 to ensure on call responsibilities can be met.
- Self-motivated with energy, commitment and enthusiasm.
- Ability to establish and maintain good working relationships with colleagues and other professionals.
- Knowledge and experience of supporting and coaching people to improve their wellbeing.
- Understanding of safeguarding and the protection of vulnerable adults.
- Understanding of Confidentiality.
- Good IT skills including use of Microsoft Office, email and internet.
- Experience of accurate collecting and recording of data.
- Experience of working with individuals with poor mental health and an understanding of their issues and concerns.
- Excellent interpersonal and communication skills which support the efficient functioning of the team and the service.
- A flexible approach to managing and prioritising a varied workload and multiple tasks.
- Able to work on own initiative and as part of a team.
- Ability and willingness to reflect on work practice and be open to constructive feedback.
- Ability to work in an enabling and creative way.
- Willingness to support Volunteers and Guests with a range of needs to meet their goals.
- Understanding and practical knowledge of recovery.
- Knowledge and commitment to human rights, specifically individuals with mental illness.
- Understanding of the impact of stigma and discrimination.
- Ability to work shifts on a rota basis including weekends and bank holidays

### Desirable:

- Applicant lives in the Gloucestershire area to be able to respond/travel swiftly on-call responsibilities.
- A background/experience in statutory or non-statutory mental health services or subject related education, i.e. counselling, health and social care, and/or psychology.
- Certificates in adult safeguarding, applied suicide intervention skills training (ASISIT), emergency first aid work and mental health first aid (MHDA).
- An understanding of National Mind and its networks, or similar structures within the voluntary sector.

Hours may change depending on need, covering sickness etc. and will be reviewed regularly during supervision with your line manager.

### 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 and 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.