

Job Description



Swindon and
Gloucestershire

Job Title:

Mind Line Wellbeing Lead (x2)

Location: Swindon

Grade/Pay: £27,000 PA based on FT hours (35)

Working Pattern:

1x posts: Monday – Wednesday (17.5 hours pw)

1x posts: Wednesday – Friday (17.5 hours pw)

We are looking to recruit two Mind Line Wellbeing Leads to lead on the Mind Line Wellbeing Service which involves taking a variety of incoming calls from people in the local community who are looking for immediate support. The SG MIND MindLine offers a dedicated support line and the team 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. We are looking for someone who has 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 Accountabilities:

- To manage and supervise Mind Line Wellbeing Coordinators and to offer 121 support/debrief meetings when needed by the team
- To coordinate, manage and lead the Mind Line Wellbeing Service
- To develop and review policies and procedures in relation to the Mind Line service
- To work closely with the Senior Leadership Team
- To liaise and network with relevant statutory and third sector organisations
- To conduct internal evaluations of the service
- To lead the team on using the Mental Health Triage Scale effectively
- To promote the service to high-risk groups by linking in with external agencies to build relationships and promote the service offer
- Respond to all telephone support calls as part of SG MIND's MindLine service offer
- Ensure ICT systems and data recording systems are used appropriately in line with SG MIND policies and procedures
- To assess risk on the phone and use the Mental Health Triage Scale as part of risk assessing
- To answer incoming calls via MindLine and manage calls in a calm professional manner and always treating them with dignity and respect
- To complete referrals or provide signposting when appropriate to people who have called the SG MIND Mindline, referring into other areas of support internally and externally
- To respond to voicemails within a timely manner, as well as delegating to the team
- To provide follow up calls when appropriate, as well as calls to professionals involved with the persons care
- To be trained in MHFA and ASIST and use these skills to support individuals who may be in crisis when calling SG MIND MindLine
- To promote the 5 Ways to Wellbeing as part of the SG MND MindLine 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 SG MIND's policies and Mindline 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

- Identify instances where the content of a call raises concerns over the welfare or a person or concerns around safeguarding.
- 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 SG 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 undertake other tasks which may not be included in this job description, but which fall within the scope of this post.

Monitoring and evaluation

- To use 'Views' database system or an alternative data software (as appropriate) to capture, track and monitor performance
- To provide timely reporting and monitoring for the CEO for reporting to stakeholders and commissioners. To monitor outcomes and evaluate the service in relation to key performance indicators.
- To maintain up to date knowledge of legislation, national and local policies

Training and support

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. 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 also receive the following:

- A full induction will be provided to Swindon & Gloucestershire Mind, your job role and working environment.
- You will have a line manager and receive supervision.
- All staff are invited to bi-monthly debrief meetings and the venue alternates between Swindon and Gloucestershire. Debrief Meetings offer all staff an opportunity to participate in group supervision which can provide unique opportunities to establish critical professional prospects such as peer feedback.

Swindon & Gloucestershire Mind have a set of values and vision which is central to the support we provide, and we seek to recruit someone who will model these values and vision.

Our Vision: Creating services where people are recognised, valued and supported.

Our Values: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, Leadership

We are also looking for someone who will lead by example, demonstrating the below organisational behaviour's:

Leadership

Trust and Respect

Communication

Responsibility

Collaboration

Excellence

Essential

- Relevant experience of working in a health, social care, or any related voluntary organisation setting
- Experience of leading a team
- Experience volunteering or working on a helpline offering emotional support
- A good understanding of safeguarding, ideally within a mental health environment
- Experience and knowledge of working within mental health, supporting individuals experiencing mental health problems.
- An understanding of a range of skills and interventions linked to wellbeing and recovery practice, e.g. counselling, community signposting, coaching etc and their role in supporting recovery and resilience

Essential Knowledge

- Experience in a customer/patient services environment, dealing with members of the general public
- Experience of using a telephone as a regular means of communication in a work environment
- Demonstrates a good understanding of recovery principles and the role of mental health services in the delivery of care
- 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
- An understanding of the requirements of delivering services in the context of diversity and equal opportunities

Skills

- Ability to communicate effectively
 - Ability to handle multiple tasks
 - A good telephone manner
 - Competency to manage and action safeguarding concerns
 - Resilient with the ability to remain calm whilst working under pressure
 - Attention to detail and accurate data entry skills
 - 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
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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
 - 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
- 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

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

*Hours may change depending on need, covering sickness etc. and will be reviewed regularly during supervision.