

Resource Centres Support Worker Job Description

Job Title:	Support Worker
Salary:	£12 per hour
Hours:	19 hours
Start Date:	Immediate Start
Contract Length:	2 years
Line Manager:	Resource Centres Manager
Location:	This role will involve working in both of our Resource Centres in Pembrokeshire at: 2 Perrots Road, Haverfordwest, SA61 2HD and 9-11 Meyrick Street, Pembroke Dock, SA72 6AL

Pembrokeshire and Carmarthen Mind

At Pembrokeshire and Carmarthen Mind, we raise awareness of mental health and wellbeing, provide information and a range of services to support people when they need them the most.

We understand that asking for help can be difficult, so we try to make it as easy as possible. Our Haverfordwest centre is open 7 days a week, 365 days a year with a drop-in session everyday between 10am and 1pm followed by various activity groups and pre-booked 1-2-1 appointments in the afternoons. Our newest centre, in Meyrick Street, Pembroke Dock, is open Tuesdays and Thursday between 10am and 2:30pm for drop-in sessions and pre-booked 1-2-1 appointments.

As part of our knowledgeable and supportive team, you will listen non-judgementally and provide tailored guidance on the next steps for the individual.

Through your role, you will support, encourage and empower individuals to find positive solutions to the challenges they are facing.

Resource Centres Support Worker

The purpose of your role will be to provide high quality mental health information, advice, support and activities within our centres through drop-in sessions and 1-2-1 wellbeing conversations.

Your Responsibilities

1. To provide a safe space for people with low level mental health problems through facilitating a retreat which allows for time out from detrimental influences.
2. To listen to the concerns of those accessing the Centres and provide effective guidance, information and reassurance whilst promoting independence, resilience and positive health and wellbeing.
3. To hold wellbeing conversations with individuals, demonstrating techniques for self-management of their concerns and signposting to other services, both inside and outside of Pembrokeshire and Carmarthen Mind, for further support as and when appropriate.
4. To work alongside the Resource Centre team to ensure an effective delivery of mental health support and information services across the organisation.
5. To promote all of Pembrokeshire and Carmarthen Mind's services.
6. To work alongside our motivated volunteers, peer supporters to develop activities and interaction that improves skills and experiences leading to an increase in individual's self-esteem and reducing loneliness and isolation.
7. To keep client safety a priority and effectively manage risk to themselves and others.
8. To report to the Resource Centres Manager any issues of concern relating to the welfare and safety of those who attend or visit the Resource Centres.
9. To accept without bias, the issues raised by those who access the service.
10. To assess the strengths and needs of individuals assisting them to make decisions and choices regarding possible ways forward e.g. referring and signposting individuals to other sources of information and support as appropriate.

11. To contribute to the effective monitoring and evaluation of the service, ensuring that all client paperwork, including outcome monitoring forms, are accurately completed.
12. To develop and maintain positive relationships with staff and stakeholders to promote the service and to encourage referrals.
13. To undertake practical tasks including housekeeping and purchasing items for the Resource Centre as required.
14. To undertake these duties within a framework that recognises the diversity of clients and encourages equal opportunity for all.
15. To promote and implement Pembrokeshire and Carmarthen Mind's policies and values.
16. To understand and comply with Pembrokeshire and Carmarthen Mind's and our partners' data sharing and permissions statements as well as our GDPR responsibilities.
17. To participate in, and embrace, support and development, appraisal procedures and training as agreed or directed.
18. To deliver all aspects of this role under the direction of the Resource Centres Manager and CEO.
19. To undertake such other duties as would be reasonably required for a post of this level of responsibility, as directed by the Senior Management Team of Mind Pembrokeshire.

Person Specification Resource Centres Support Worker

This Person Specification details the requirements we believe are essential and desirable to carry out the requirements of this role.

Applicants should use the Application Form, Job Description and Person Specification to demonstrate how they meet these requirements, as the selection process for interview scores applicants against these criteria.

If an applicant is successful at interview, the offer of the role is dependent upon a DBS check and two references.

Personal Attributes
1. Person-centred
2. Encouraging
3. Motivational
4. Empowering
5. Non-judgemental
6. Flexible

Essential Skills and Experience
1. Ability to work confidently and effectively alongside individuals experiencing mental health problems.
2. Ability to communicate effectively and manage a range of social interactions with a sensitive approach.
3. To work on your initiative.
4. To work as an integrated team member alongside trustees, volunteers, peer supporters and other employees across the organisation.

5. Working knowledge of common mental health problems e.g. stress, anxiety, depression.
6. Working knowledge of adult safeguarding practices
7. Ability to work in a high pressure environment.
8. Excellent written and verbal communication skills.
9. Ability to deliver a range of facilitated self-help interventions.
10. Ability to work flexibly to meet the needs of the service.

Desirable Skills and Experience

1. QCF Level 3 qualification in Health & Social Care or equivalent OR a desire to achieve this qualification.
2. Knowledge of Health and Safety requirements.
3. Social care work experience in the voluntary sector
4. Desire to learn.
5. The ability to communicate in Welsh.