

# Job Description

Job title:	Mental Health Link Worker
Project/Base:	Folkestone
Reports to:	Service Manager
Hours:	Full time, 37.5 hours per week
Contract:	Permanent
Salary:	Grade C

## Overall Purpose

Porchlight is Kent's largest charity supporting vulnerable people. We are here for people who often have nowhere to go and no-one to turn to. The Mental Health Link Service is Porchlight's gateway to Live Well Kent & Medway, which provides support to people whose mental health is affected by social issues such as low income, housing risk and social isolation.

We work with people living with mental health issues, and others who are socially excluded and struggling to cope, needing our support to keep them on track. Experienced and knowledgeable staff develop plans with individuals, supporting them to achieve their goals and accessing the support they need, when they need it, working with and using local services. The service uses Cognitive Behavioural Therapy (CBT) informed interventions as well as a trauma informed approach, supporting people to develop coping skills for dealing with problems more positively. We support people to see themselves at their best so that they can see their value: This allows them to move forward more positively, focusing on their strengths. The service uses discovery conversations to help people identify what is impacting their mental health and wellbeing and what help they want to change, enabling people to live more independently as well as prevent escalation of issues in the future.

## Main responsibilities

1. Supporting people to better manage their mental health and wellbeing, working with them based on their priorities and needs to achieve the goals that are important to them.
2. Offering one to one support to people in the community using a strength-based, person-centred approach, as well as evidence-based mental health interventions (supported with training)
3. Work collaboratively with Journey Coordinator and LWKM delivery partners to ensure good service transitions and that follow ups actions are completed.
4. Co-produce a simple, personalised support plan which is goal focused and realistic.
5. Effectively manage a caseload, with good awareness and understanding of when to refer to other professionals/agencies when the person's needs are beyond the scope of the service.
6. Identify, assess, and effectively manage risk and safeguarding issues, escalating as appropriate.
7. Work independently in the community, proactively building up a network of professional.
8. relationships, including primary care networks, to ensure that you can support people with a
9. variety of needs and promote the service to those communities who may find accessing and using services more difficult.
10. Maintain timely, accurate and up to date records relating to people and assist in the compilation of quarterly progress reports and other reports as required.

## **General Responsibilities**

11. Undertake and participate constructively in induction, supervision, appraisal, and relevant training, and contribute positively to good team relationships and continuous improvement of services.
12. To participate in the duty system to support in the triage and management of referrals as well as enquiries about support.
13. Represent Porchlight professionally at external meetings and forums in the local area, maintaining positive relationships with key stakeholders.
14. Maintain confidentiality in line with organisational policy in relation to those using our services, staff, and business sensitive information.
15. Any other requirements to ensure effective delivery of the service, within reasonable expectations.
16. Porchlight employees are required to work within Porchlight's policies and procedures, upholding the values and ethos of the organisation.

*This job description is a summary of the main responsibilities of the post and duties may change and vary from time to time. Employees will be consulted on any major changes to the job description.*

# Person Specification

We want the post-holder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

<ul style="list-style-type: none"><li>• People focused.</li><li>• Positive and enthusiastic</li><li>• Communication and influence</li><li>• Teamwork</li></ul>	<ul style="list-style-type: none"><li>• Quality focused</li><li>• Adaptable</li><li>• Problem solving</li><li>• Creativity and innovation</li></ul>
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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form to demonstrate your capabilities in relation to each of the criteria listed below (addressing each point in order). Where relevant use your answers to illustrate how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

## QUALIFICATIONS

### Essential

1. To hold a level 3 qualification in either mental health, housing, welfare advice, social work, health care or be willing to work towards this.

## EXPERIENCE

### Essential

2. Experience of supporting vulnerable people in the community, including accessing community resources
3. Experience of supporting people with mental health needs

### Desirable

4. Experience of working with a range of statutory and voluntary agencies
5. Experience of working with a person-centred approach to assist people to feel empowered and able to develop and implement their own solutions.

## SKILLS & ABILITIES

### Essential

6. Good interpersonal and communication skills
7. Good literacy, numeracy, and IT skills
8. An ability to use own initiative to work both independently and as part of a team.
9. An ability to organise own workload efficiently, balancing face-to-face work with paperwork.
10. An ability to initiate and maintain constructive relations with people you support, colleagues and other professionals from a wide variety of cultural and social backgrounds.
11. An ability to engage with people to support them to set goals and make position changes in their life.

## KNOWLEDGE & UNDERSTANDING

### Essential

12. A comprehensive knowledge of the challenges and support needs of vulnerable people in the community.
13. Knowledge of safeguarding practice for both adults and children
14. Understanding of supporting vulnerable people with mental health needs in the community

### Desirable

15. Understanding of the impact of mental health problems on daily functioning, lifestyle, and physical health
16. Knowledge and understanding of the roles of external agencies in supporting people with mental health needs.
17. Understanding of person-centred, recovery-oriented approaches to assist people to feel empowered and able to develop and implement their own approaches.
18. Understanding of health, housing, and welfare benefit systems.

## **PERSONAL QUALITIES**

### **Essential**

19. Commitment to the practical application of Equal Opportunities
20. Capacity to manage pressure and to be adaptable to changing or conflicting demands.
21. Good team player with a 'can do' and flexible approach.
22. To be a holder of a full driver's license and have access to your own vehicle. A willingness to travel to meet client needs.

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