

WIGAN LIVING WELL COMMUNITY MENTAL HEALTH SERVICE

JOB DESCRIPTION

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| Job Title: | Living Well Network Support Worker |
| Salary: | £21,730 - £23,177 |
| Responsible To: | CEO Wigan and Leigh Carers Centre |
| Accountable To: | Operational Manager – Living Well Team (GMMH) |
| Hours of Work: | Full & Part time hours will be considered to meet the needs of the locality. Predominantly Monday to Friday 9am till 5pm however there may be a requirement to work outside of those hours to meet the needs of the service. Full & Part time hours will be considered. |

Job Summary

We are looking for an enthusiastic and motivated Network Support Worker (NSW) to work in a new community mental health service in Wigan, the service is called Living Well (LW). The LW Service will enable timely access to mental health services and support when people need it most and provide support for people closer to their home community who might not traditionally meet the threshold or criteria of existing mental health services. You will work as part of the Living Well team which will include voluntary sector organisations, mental health professionals, peer workers and volunteers from across Wigan.

In this role you will be a key member of the team. Your primary role will be working in one of the seven spoke teams which are based in communities across the borough of Wigan. You will be pro-actively supporting people who access the service who have additional support needs as individuals and as part of their own family network.

The duties and responsibilities of this innovative post have been assessed as levels of competence up to and including NVQ Level II (or equivalent) in 'Health and Social Care' which reflects the skills and knowledge required to satisfactorily perform the duties of the post.

You will be supported by a variety of your own peers, managers and leadership both within your hosting VCFSE organisation and by members of the GMMH leadership team including a team leader, operational programme manager and clinical lead.

The Wigan Living Well Service will be a proactive compassionately led, trauma informed, and recovery focused. Living Well has co-produced key values and principles that all staff and peers share. As a result, our model is humanistic and person-centred. Our core values are based on creating open, honest, safe spaces and conversations where all people's strengths are valued.

Main Duties

1. To provide practical and emotional support for people accessing the Living Well service, their identified carers, family members or wider support networks.
2. To provide flexible support to carers, family members and the wider support network to assist in alleviating distress when they are dealing with complex or stressful situations i.e. enable carer, family member or wider support network to leave the caring situation for short periods, and/or supporting the carer, family member or wider support network in visits to health appointments relating to the service user.
3. To provide advocacy, signposting and coordination support if relevant and appropriate.
4. To participate in a duty/rota with the wider Living Well team of initiating contact with service users and their wider Network when required.
5. Support the completion of carer's assessments if relevant and appropriate and make any necessary referrals.
6. To have knowledge of and keep up to date with local services available and how to access them, to support service users, their carers, family members and wider support networks.
7. To signpost people accessing the service, their carers, family members and wider support networks to self-help, community groups and activities. To reduce social isolation of carers, family members or wider support networks and encourage support through individual interventions, joint working, group activities and workshops.
8. Ensure carers are aware of their full benefit entitlement and tax credits referring to specialist advice services (eg. CAB/ W&L Carers Centre) if necessary.
9. To liaise with Local Authority, healthcare, housing services and voluntary sector agencies in developing systems for exchanging information between services and carers, family members and wider support networks and have awareness of the personalisation agenda.
10. To maintain up to date and accurate records in accordance with organisational policy and in line with the requirements of the LW model.
11. To undertake any other duties in order to meet personal, team and organisational objectives following consultation with the manager

General

1. Be familiar and comply with organisational policies and procedures.
2. Attend relevant meetings and staff development training as and when appropriate.
3. Participate in supervision.

Develop and maintain healthy communication with all members of the LW Team

4. Participate in and achieve competence in mandatory training relevant to the post e.g., Breakaway, moving and handling.

Health and Safety

1. The job holder will observe the organisations health and safety instructions, standing financial instructions and other workplace statutory and regulatory requirements and attend appropriate training.
2. The post holder will take reasonable care of his / her own health and safety at work and the health and safety of colleagues, service users and others in the workplace.
3. The post holder will report all accidents, incidents or omissions to his / her line manager and complete appropriate electronic or paper records of occurrences.

Standard Requirements –

Confidentiality:

The post holder must maintain the confidentiality of information about people using the service, their carers, family members or wider support networks, colleagues and service business in accordance with relevant legislation such as the Data Protection Act. A disclosure to any unauthorised person is a serious disciplinary offence.

Equal Opportunities

Promote the concepts of opportunity and managing diversity.

Disclosure of Criminal Background

This post is exempt from the Rehabilitation of Offenders Act 1974, therefore the successful applicant will be required to undertake a criminal records bureau disclosure prior to commencing work. Having a criminal record will not necessarily bar you from working in this post.

Summary

This job description is an outline of the key tasks and responsibilities of the post and is not intended as an exhaustive list. The post may change over time to reflect the changing needs of the service. The job description will be reviewed regularly and updated as appropriate following agreement between the postholder and Line Manager.

Agreed by _____
Date Agreed _____

PERSON SPECIFICATION

Post Title: Living Well Network Support Worker

| Core Requirements | Essential | Desirable | How Assessed |
|---|-----------|-----------|-------------------------|
| 1. Qualifications | | | |
| NVQ II (or equivalent) in Health and Social Care or willingness to work towards | ✓ | | Application / Interview |
| 2. Experience | | | |
| Working with the people who experience mental health problems and/or vulnerabilities including the families and carers of these people | ✓ | | Application / Interview |
| Communicating and working alongside employees and volunteers from other agencies | ✓ | | Application / Interview |
| Experience of multi-disciplinary working within the voluntary sector or community provision | ✓ | | Application / Interview |
| Experience of service user/carer involvement and participation | | ✓ | Application / Interview |
| Experience of using information technology for a range of difference purposes | ✓ | | Application / Interview |
| 3. Skills and Knowledge | | | |
| Ability to communicate effectively to develop and maintain constructive relationships with people from across all communities and professions and share information appropriately | ✓ | | Application / Interview |
| Ability to manage conflicting priorities and one's own time | ✓ | | Application / Interview |
| An ability to communicate effectively both orally and in the written form | ✓ | | Application / Interview |

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|---|------------------|------------------|-------------------------|
| Ability to maintain accurate records | ✓ | | Application / Interview |
| Core Requirements | Essential | Desirable | How Assessed |
| Motivated to work towards creating a safe, open and trusting environment | ✓ | | Interview |
| Awareness of the issues around working with vulnerable adults and the boundaries of professional relationships | ✓ | | Interview |
| Demonstrate a commitment to respecting and valuing peoples perspectives and choices | ✓ | | Interview |
| An awareness of trauma informed approaches and practices. | | ✓ | Interview |
| 4. Personal Qualities | | | |
| Able to work using own initiative. | ✓ | | Interview |
| Flexible approach to working: willing to work as part of a team across different sectors. | ✓ | | Interview |
| Being prepared to undertake relevant training | ✓ | | Interview |
| A high degree of self-awareness and personal boundaries | ✓ | | Interview |
| Flexible communication style that allows you to meet the needs of vulnerable people and work with professionals alike | ✓ | | Interview |
| 5. Physical Circumstances | | | |
| Full driving licence and use of a car for business purposes and travel across the borough of Wigan | ✓ | | Driving licence |
| A – Application Form I / P – Interview / Presentation | | | |