

# JOB DESCRIPTION



<b>JOB TITLE:</b>	Resource Centre Support Worker
<b>LOCATION:</b>	49-51 Russell Street Kettering Northamptonshire NN16 0EN
<b>RESPONSIBLE TO:</b>	Resource Centre Team Leader CEO Kettering Mind Executive Committee
<b>BASIC HOURS:</b>	37 hours per week Flexible: Shift work on a rota system including evenings, some bank holidays and weekends
<b>SALARY:</b>	Salary Scale Points 15 – 20

## SUMMARY – Main purpose of the post

To provide support, overall Resource Centre service delivery and develop Kettering Mind as a community resource. To share in the support of volunteers working in services from and within Kettering Mind. To promote and action a culture of anti-discriminatory practice to counteract the negative effects of stigma and discrimination.

To deliver services that will underpin the core principles of dignity and respect, and will promote physical health and mental wellbeing, hope, control and opportunity of people experiencing severe and enduring mental health problems.

To ensure Mind's Quality Standards are maintained, and that all Health & Safety legislation is implemented and followed, and all policies and procedures of Kettering Mind are adhered to.

## KEY RESPONSIBILITIES

- 1) To work alongside a team of front-line workers and volunteers to ensure that physical health and mental wellbeing outcomes underpin a regular programme of social, educational, occupational and therapeutic courses, workshops and activities.
- 2) Facilitate social, educational, occupational and therapeutic courses, workshops and activities in line with their specific service specifications, to a high standard and within specified timeframes.
- 3) To support individuals, who are experiencing mental health crisis and distress. Actively listen to individuals, encourage positive steps towards management of crisis, and promote recovery by developing person centred crisis support / safety plans.

- 4) Complete assessments, reviews and develop personalised support plans for individuals.
- 5) Support individuals to develop self-management strategies and to make the best use of local resources available to them, signposting or making referrals to other agencies as required.
- 6) Actively safeguard and risk assess all individuals that access the service and escalate to appropriate professionals and other services where medical intervention or formal mental health assessment and support is required.
- 7) To provide personalised individual care packages for clients of Kettering Mind services. Ensuring the needs of individual service users are addressed, and regularly review the effectiveness of the service in relation to service user's expressed needs and interests.
- 8) Support the Resource Centre Team Leader with the recruitment, induction, training, support and supervision of volunteers.
- 9) Promote and encourage service user involvement across all levels of the organisation.
- 10) To use current client record management systems, to record, monitor, evaluate and review effectiveness of services. This will include providing verbal and/or written reports to the Resource Centre team leader and completing monitoring reports within specified timeframes. To be responsible for ensuring all records are accurate and up to date.
- 11) To work flexibly to ensure continuity across all Kettering Mind service areas; this will involve covering shifts as part of a rota system.
- 12) Account for the Resource Centre daily money taking, cashing up and banking. Adhering to policies and procedures that are in place underpinning the seriousness of ethics, charitable integrity and handling cash.
- 13) To ensure the maintenance, comfort and security of the premises in use, and that special attention is given to health and safety, cleanliness and presentation inside and out.
- 14) To liaise with other agencies to promote Kettering Mind's services and ensure good professional working relationships are developed and maintained at all times.
- 15) Adhere to safeguarding, risk management, risk assessment and lone working policies and procedures as required by the role.
- 16) Maintain high levels of awareness in relation to the health and safety of yourself, colleagues and all individuals within the organisation.
- 17) Plan and facilitate training sessions on a variety of topics both internally and externally.
- 18) Complete training and qualifications identified as necessary for the role, taking responsibility for own continual professional development.
- 19) Utilise supervisions and appraisals as an opportunity to clarify role, expectations, and to give and receive feedback.

20) Carry out any other duties which fall within the broad spirit, scope and purpose of this job description which the Team Leader or CEO may deem necessary.

**Review of Job Description/Person Specification**

This job description is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. It is the practice of Kettering Mind to regularly examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. Each manager and those working directly to him or her will jointly conduct this procedure.

You will, therefore, be expected to participate fully in such discussions and, in connection to them, to re-write your job description to bring it up-to-date if this is considered necessary or desirable. The aim is to reach agreement on reasonable changes, but if agreement is not possible then the right to effect changes to your job description after consultation with you is reserved. Appropriate notice of such changes will be given.

Employee signature ..... Date .....

Employer signature .....Date.....

***Kettering Mind is committed to Mind's Quality Mark***

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