



Resettled Refugee Mental Health Support Worker – Job Description, Person Specification & Competencies

Name of Employee	
Date of Issue	
Department/Location	Based in Worthing
Reporting Line	Team Leader/Service Manger
Grade / Hrs / Duration	Grade 3 – 37.5 hours per week – 23 months
DBS – Level Required	Enhanced
Location/s	Offering support across West Sussex

Job Summary

West Sussex Mind (WSX Mind) aims to raise awareness, increase understanding of and reduce stigma around mental health in communities in West Sussex. In order to be effective at this the charity understands that it needs to target resources and effort to reach groups and communities where support around this is most needed. Alongside this WSX Mind is also striving to reach individuals, groups and communities who are excluded from and not currently effectively accessing existing mental health advice, information and support.

This role will work alongside the Resettlement Team at West Sussex County Council to ensure that we are able to reach our target audience.

The role of Resettled Refugee Mental Health Support Worker is:

- Provide online and face-to-face one-to-one sessions with a recovery focus.
- To work closely with the Resettlement Team and attend group sessions to promote available mental health support services as well as delivering short workshops.
- Develop links with and work alongside other agencies supporting refugees and having appointments at their venues.
- Contribute towards the development of West Sussex Mind services to meet the needs of resettled refugees.

Scope & Accountabilities

Employees are required to work independently in community settings without on-site management or supervision. This role may include the supervision of volunteers.

Key Tasks

1. Through face-to-face contact, video call, telephone or email, offer one-to-one recovery focused support with the aid of translation services.
2. Assessing needs and risks using the Pathfinder framework, paperwork and processes to do this.
3. Liaising regularly with and referring any clinical needs or issues to the Pathfinder Clinical team.
4. Attending supervision/ reflective practice sessions to guide the delivery of group work ensuring the work is trauma informed
5. To develop and provide workshops to support the mental health needs of resettled refugees.
6. To implement self-care practices and follow West Sussex Mind Policies in seeking support and guidance.
7. To develop links with the Resettlement Team and other agencies who offer support to resettled refugees and signpost effectively.
8. Using a range of psychosocial tools and approaches to support service users with mental health needs in a group setting to problem solve and self-manage their mental health.
9. To maintain accurate and up-to-date records of work using agreed systems within WSX Mind and to report on work activity as requested.
10. To ensure that Pathfinder and WSX Mind's policies around safeguarding adults and protecting children are effectively delivered within the service.
11. Under the guidance of WSX Mind manager to take responsibility for developing and overseeing the operation of administrative processes which support the delivery and smooth running of the service including room bookings, collection and monitoring of activity and performance information.

Person Specification - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

Essential Experience/Qualifications

Strong evidence of previous training or learning (formal or informal) which relates to supporting adults who have mental health needs is essential for this role along with excellent literacy, IT and verbal communication skills.

Preferred Experience/Qualifications

- Experience of working within the mental health field.
- Experience or knowledge of working with refugees or similar service users.
- Any formal qualification or training in relation to mental health or counselling is desirable.

Professional & Technical Knowledge, Skills and Abilities

1. Significant knowledge regarding working with people with mental health needs.
2. A good knowledge and understanding of working in groups, group dynamics and leading groups.
3. An understanding of the issues refugees face and the adverse effects this can have on their mental health and wellbeing
4. Broad knowledge, proven skills and/or training in working with service users in a one-to-one and group setting using appropriate theories, methods and skills in order to promote individual service users' ability to better manage their problems and difficulties.
5. Able to work with service users to construct good assessments of needs for services/personal development
6. Knowledge of and a commitment to co production and user led services and able to promote independence and focus on strengths and recovery.
7. Knowledge and experience of barriers people could face to accessing services and how to tackle these inequalities
8. Practical knowledge and understanding of legislation in relation to safeguarding, health & safety, data protection and risk management.
9. Ability to learn and effectively use Digital and IT systems to support patients and share information and record and report on activity
10. Skills and abilities around working in partnership with others/multi-agency working to provide support within a health and social care setting
11. Ability to travel to sites within the West Sussex when required

I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

Signed: Staff member		Date:	
Signed: Line Manager		Date:	