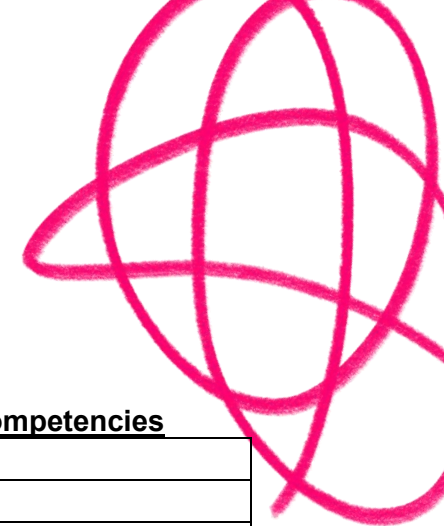




Asylum Seeker Mental Health Support & Outreach Worker (internship) – Job Description, Person Specification & Competencies

Name of Employee	
Date of Issue	
Department/Location	Based in Chichester
Reporting Line	Deputy Service Manager/Service Manager
Grade / Hrs / Duration	Grade 2 – 30 hours per week – 6 months internship
DBS – Level Required	Enhanced
Location/s	Chichester with outreach to local areas
Job Summary	
West Sussex Mind (WS Mind) aims to raise awareness, increase understanding of and reduce stigma around mental health in communities in West Sussex. 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 WS 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. Sanctuary in Chichester offer a range of support activities for asylum seekers, including a lively weekly drop-in, befriending, English tutoring, homework club for kids, the Pathways to Work project, school outreach and Nations United football club for unaccompanied asylum-seeking children in partnership with the University of Chichester. West Sussex Mind and Sanctuary in Chichester have formed a partnership to support the mental health and emotional wellbeing of asylum seekers. This service will support asylum seekers from a range of different countries. This role will link to existing groups/activities run by Sanctuary in Chichester with the aim of supporting the mental and emotional wellbeing of those attending and reducing stigma	

around mental health and reaching out for support. The role will be primarily supporting women within the Asylum Seeker accommodation in Chichester with some outreach work

Within this internship the worker will be given training, mentoring and shadowing opportunities to be able to deliver:

- One-to-one mental health and wellbeing support to service users
- Work with groups to provide mental health support
- Work with our training team to set up mental health awareness training to support the development of Sanctuary in Chichester staff and volunteers around working with people experiencing poor mental health and encouraging wellbeing and self-care practice
- Support asylum seekers to navigate the local mental health system including accessing West Sussex Mind, other Pathfinder services or statutory services
- Provide outreach work required in the local community, particularly in Tangmere and Bracklesham Bay, alongside an experienced mental health recovery worker
- Develop links with recovery workers based in GP surgeries and support asylum seekers in attending health checks, to include disclosure of mental health problems

Scope & Accountabilities

Employees will be supported to work in community settings by colleagues and managers. This role may include the supporting of volunteers.

Key Tasks

The intern will work alongside and be supported by experienced members of the WS Mind Pathfinder teams. The placement will provide opportunities to develop practical experience of community mental health support, trauma-informed practice, culturally sensitive working and service delivery.

1. Assist experienced staff in delivering culturally sensitive and relatable group sessions and, where appropriate, supervised one-to-one support. This may include activities focused on mental health awareness, reducing stigma, self-care, wellbeing and creating safe spaces for people to discuss mental health and recovery.

2. Develop an understanding of how needs and risks are identified and recorded using the Pathfinder framework, relevant paperwork and agreed processes. Any concerns or identified risks will be discussed promptly with the intern's supervisor or an appropriate member of staff.
3. Build an understanding of multidisciplinary and partnership working by liaising with members of the wider Pathfinder team under supervision. Learn when and how concerns should be escalated to the Pathfinder Clinical Team or Neighbourhood Mental Health Team.
4. Attend regular supervision, learning and reflective practice sessions to support professional development and ensure work is undertaken safely, ethically and in accordance with trauma-informed principles.
5. Develop an understanding of how displacement, bereavement, war, torture and experiences of physical, emotional or sexual violence may affect people's mental health and wellbeing. Learn how to communicate sensitively and safely with people who may have experienced trauma, recognising the boundaries of the internship role and seeking support from experienced staff where required.
6. Develop and use appropriate self-care and reflective practices and follow WS Mind policies and procedures for seeking support, guidance and supervision when needed.
7. Under supervision, assist individuals to identify and access appropriate local community, wellbeing and mental health resources, including Pathfinder services. This may include researching services, providing information and supporting appropriate signposting and referrals.
8. Observe and, where appropriate, assist with the use of psychosocial tools and approaches in group settings. Develop skills in helping service users identify strengths, problem-solve and explore strategies for managing their mental health and wellbeing.
9. Learn to maintain accurate, confidential and up-to-date records using agreed WS Mind systems and contribute to the collection and reporting of service activity information, in accordance with data protection and confidentiality requirements.
10. Develop an understanding of safeguarding adults and protecting children within a community mental health setting. Follow Pathfinder and WS Mind safeguarding procedures and immediately raise any safeguarding concerns with an appropriate member of staff.
11. Assist the WS Mind manager and wider team with administrative activities that support the smooth running of the service. This may include room bookings, preparing resources, maintaining information, and collecting and monitoring activity and performance data.
12. Where appropriate, attend local meetings with external partners and stakeholders alongside experienced colleagues. This may include observing or contributing to steering group meetings delivered by WS Mind in partnership with Sanctuary in Chichester.

13. Contribute ideas, feedback and learning to support the ongoing development and improvement of the service, including appropriate contributions to service planning and evaluation activities.
14. Take an active role in the internship learning programme, including supervision, training, reflective practice and agreed development objectives. Seek feedback and demonstrate a willingness to learn from service users, colleagues and partner organisations.
15. Work within the policies, procedures and professional boundaries of WS Mind, Pathfinder and relevant partner practices, seeking guidance whenever unsure about the appropriate course of action.
16. Be aware of and follow relevant Health & Safety requirements when working within WS Mind, Sanctuary in Chichester and other locations connected with the internship.
17. Undertake other reasonable tasks appropriate to the level and learning objectives of the internship, with suitable guidance and supervision.

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

Essential Experience/Qualifications

Applicants are not expected to have extensive professional experience within mental health services. This internship is intended to provide an opportunity to develop knowledge, skills and practical experience within a supportive and supervised environment.

Applicants should be able to demonstrate:

- Some previous learning, study, volunteering, employment or other relevant experience that demonstrates an interest in mental health, wellbeing, community support or working with people.
- A genuine interest in developing knowledge and skills in supporting adults experiencing mental health difficulties.
- An interest in working sensitively with people from different cultural backgrounds and with people who may have experienced displacement, trauma or other significant life challenges.
- Good verbal and written communication skills, including the ability to communicate sensitively and respectfully.
- Basic IT and digital skills and a willingness to learn the systems used by WS Mind and Pathfinder.
- A willingness to learn, receive feedback, participate in supervision and reflective practice, and develop professionally throughout the internship.
- An understanding of the importance of confidentiality, professional boundaries, equality, diversity and treating people with dignity and respect.

Preferred Experience/Qualifications

The following would be beneficial but are not essential:

- Previous volunteering, work experience, placement experience or employment within mental health, health and social care, community services, charities or a related setting.
- Experience of supporting or working alongside refugees, asylum seekers, migrants or other communities that may experience barriers to accessing services.
- Relevant study or training in areas such as psychology, counselling, mental health, social work, health and social care, community development or a related subject.
- Awareness of trauma-informed approaches to supporting people.
- Experience of participating in or helping to facilitate groups, community activities, peer support or wellbeing activities.
- Knowledge of languages or cultures relevant to the communities supported by the service.

Professional & Technical Knowledge, Skills and Abilities

- A basic awareness of mental health and wellbeing, together with an interest in developing a greater understanding of how mental health difficulties can affect individuals and communities.
- An interest in developing skills in working with groups, including understanding group dynamics, creating inclusive environments and supporting the delivery of safe and engaging group activities.
- An awareness of, or willingness to learn about, the experiences and challenges that refugees and asylum seekers may face, including displacement, isolation, loss, uncertainty and barriers to accessing services, and the potential impact of these experiences on mental health and wellbeing.
- A willingness to learn appropriate approaches and techniques for supporting people in both one-to-one and group settings, while recognising the boundaries of the internship role and when support from an experienced colleague is required.
- An ability to listen to people, communicate with empathy and begin developing skills in identifying individual needs, strengths and goals. Formal assessments or risk decisions will be undertaken with appropriate supervision and guidance.
- An understanding of, or interest in learning about, co-production, user-led services, recovery-focused approaches and supporting people to recognise their strengths and develop greater independence.
- An awareness of the barriers that some people may experience when accessing health, mental health and community services, and a commitment to promoting equality, inclusion and accessible services.

- A basic understanding of the importance of safeguarding, confidentiality, data protection, Health & Safety and risk management, together with a willingness to undertake relevant training and follow WS Mind and Pathfinder policies and procedures.
- An ability and willingness to learn and use relevant digital and IT systems for communication, record keeping, information sharing, monitoring and reporting, in accordance with confidentiality and data protection requirements.
- Good interpersonal and communication skills and a willingness to develop experience of working collaboratively with colleagues, community organisations and professionals across health, social care and voluntary sector services.
- An ability to approach people from different backgrounds with curiosity, respect and without judgement, and a willingness to develop culturally sensitive approaches to mental health and wellbeing.
- An ability to reflect on experiences, receive constructive feedback and make effective use of supervision and learning opportunities to develop skills and confidence.
- An understanding of the importance of being dependable, maintaining appropriate professional boundaries and seeking advice when situations fall outside the intern's knowledge, competence or responsibilities.
- Ability and willingness to travel to relevant locations within West Sussex when reasonably required as part of the internship.

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:	