



Pathfinder Service – Mental Health Support Service Recovery Worker – Job Description, Person Specification & Competencies

Department/Location	Chichester Neighbourhood Team (including Rural North Chichester)
Reporting Line	Service Manager or Deputy Service Manager
Grade / Hrs	Grade 3 / 30 hours pw
DBS – Level Required	Enhanced
Job Summary	
West Sussex Mind (WSx Mind) is part of Pathfinder West Sussex which is a partnership of organisations working together to enable people with mental health support needs and their carers to improve their mental health and wellbeing, BHT Sussex is the lead provider within Pathfinder West Sussex. Within the Pathfinder partnership WSx Mind is funded to provide services in the Chichester, Arun, Worthing and Adur Neighbourhoods. This role will use a variety of channels and methods to engage, communicate with and support people: In person/face to face, by phone, by email, by text, through a video-call (for individual support) or video conference (for groups), through Facebook groups and by signposting service users to self-help resources on websites etc. Mental health support services work closely together with West Sussex Mind Help-point and Service Navigation and Community Peer Support services to provide a seamless pathway of care and support to people who need help. This role is part of the Neighbourhood Mental Health Teams, working in partnership with NHS primary care networks (GPs) and Sussex Partnership NHS Mental Health services to provide an integrated and seamless system of support in each place.	

The role of Mental Health Support Service Recovery Worker is to:

- Effectively meet the needs of service users/patients who have mental health problems. This will be through the provision of phone, video-call and face to face support and facilitation of psychoeducational workshops.
- Keep up-to-date records, support and risk plans for service users on agreed systems.
- Use West Sussex Mind's policies and procedures in particular Safeguarding, Health and Safety and Lone Working to ensure safe and effective practice.
- Maintain strong relationships with partners including staff in Primary Care Networks, the wider Pathfinder Service and Neighbourhood Mental Health Teams
- To work independently in community/practice settings

Scope & Accountabilities

This role has the potential to manage G1 or G2 staff and reports to the Deputy Manager or Service Manager. The role may also have responsibility for supervising volunteers. The postholder is required to work independently in community/practice settings without on-site management or supervision, whilst maintaining strong relationships with partners in those settings.

Key Tasks

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

- Any formal qualification or training in relation to mental health, counselling or working with people with mental health problems is highly desirable for the role.

Professional & Technical Knowledge, Skills and Abilities

1. Significant knowledge regarding working with people with mental health needs.
2. Broad knowledge, proven skills and/or training in working with service users on a one-to-one basis using appropriate theories, methods and skills in order to promote individual service users' ability to better manage their problems and difficulties.
3. Able to work with service users to construct good assessments of needs for services/personal development.
4. A good knowledge and understanding of working in groups and group dynamics and leading groups.
5. Knowledge of and a commitment to user led services and able to promote independence and focus on strengths and recovery.
6. Knowledge of and a commitment to proactively tackling inequalities.
7. Ability to learn and effectively use Digital and IT systems to support patients and share information and record and report on activity
8. Skills and abilities around working in partnership with others/multi-agency working to provide support within a health and social care setting
9. Ability to travel to sites within the West Sussex when required
10. Experience of supporting, training and developing staff and volunteers and committed to and experience of involving volunteers in work of organisation
11. Strong written and communication skills