**Pathfinder sessional worker – Job Description, Person Specification**

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| **Name of Employee** |  | |
| **Date of Issue** |  | |
| **Department** | Across all Pathfinder (WSMind) Services | |
| **Reporting Line** | Co-ordinator, Service Manager | |
| **Grade** | Grade 2 | |
| **DBS – Level Required** | Enhanced | |
| **Location/s** | This sessional work could support any of our Pathfinder teams in the following locations: Adur, Arun, Rural North Chichester, Rural South Horsham (Chanctonbury) and Worthing, as well as some remote working. | |
| **Competency level** | Level 2 – Core, Skilled | |
| **Job Summary** | | |
| West Sussex Mind (WSX Mind) works within Pathfinder West Sussex which is an alliance of organisations working together to enable people with mental health support needs and their carers to improve their mental health and wellbeing. Within the Pathfinder Alliance WSX Mind is funded to provide services in the Downs area of West Sussex and in Littlehampton, Worthing and Adur. These services provide structured support helping individuals to identify what they need and what they want to achieve around their mental health and then supporting them to develop the confidence and skills to make this happen through individual and group support. The team uses 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 sign-posting service users to self-help resources on websites etc. Our Pathfinder service includes the Help Point Service, our first point of contact for service users, our Recovery teams where service users are offered 1:1 and group support and our social activities service where service users have access to a range of activities to support their emotional and mental wellbeing.  The purpose of this role is work flexibly to cover vacancies or leave within all the Pathfinder services to:   * Deliver and provide support to individuals and groups which contribute towards the achievement of service users’ and carers’ goals, through one-to-one and group interventions. * Provide advice, information and signposting (Service Navigation) * Support Social Activities * To ensure a seamless pathway of care * Contribute to the safe and effective running of services | | |
| **Scope & Accountabilities** | | |
| This role has no line reports. As a sessional worker the management of this post will be with the Service Manager responsible for the team you are supporting for each piece of sessional work. There may be some day to day supervision or support of volunteers or G1 staff as part of this role. | | |
| **Key Tasks** | | |
| To work in partnership with all West Sussex Mind Pathfinder services to provide a seamless pathway of care and support. This varied role will be to cover vacancies within all the Pathfinder Services you would be allocated to a service based on organisational need and an overview of key tasks for each service is given below:  Help-Point   1. Answer phone and provide advice, information and sign-posting (service navigation) 2. Respond to emails providing advice, information and sign-posting (service navigation) 3. Support individuals to refer themselves to WSX Mind services using on-line referral form and where this is not possible take referral information and make referrals to WSX Mind services 4. Review Charitylog on-line referrals received and assign referrals to teams   Recovery Service   1. Through face to face, phone, email and video-call contact:  * To support service users to identify their needs and goals and facilitate the development of personal support and recovery plans * Based on personal support plans, to work in partnership with service users to achieve recovery focussed goals; drawing on individual strengths and using a range of internal and external resources including provision of advice, information and sign-posting where required. * To provide support to individual service users, providing group and one-to-one sessions using appropriate theories, methods and skills in order to promote individual clients’ ability to better manage their problems and difficulties.  1. To promote social activities, support and volunteering opportunities to service users. 2. Social ActivitiesSupport the delivery of some face to face and zoom social activities in line with risk assessments and service policies and guidelines 3. Undertake support planning and caseload management duties.   General   1. To actively contribute to a team approach and work to tackle inequalities and ensure that the service user group reflects the diversity of local community 2. To record all work accurately, effectively and in a timely way on Charitylog database. 3. Assist and complete other administrative and hospitality tasks relating to the service 4. To be aware of responsibilities and take appropriate action as per WSX Mind’s policies around safeguarding adults and protecting children. 5. To undertake any other tasks and duties as required as requested by senior staff and managers to meet the requirements of the service including taking responsibility for leading a group or activity when a manager or co-ordinator is not on site. 6. Ensure health and safety policy and procedure requirements are met, particularly related to work surroundings and service activities. 7. Ensure all data protection policy and procedure requirements are met. 8. Adhere to the Policies and Procedures of West Sussex Mind. | | |

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

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| **Essential Qualifications** |
| * Some 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 good literacy, IT, digital and verbal communication skills |
| **Preferred Qualifications** |
| * Any formal qualifications or training in relation to mental health, counselling, communication is desirable for the role |
| **Essential Professional & Technical Knowledge, Skills and Abilities** |
| 1. Knowledge regarding working with people with mental health needs. 2. 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 knowledge and understanding of working in groups and group dynamics. 5. Knowledge of and a commitment to user led services, proactively tackling inequalities and able to facilitate a recovery focus model. 6. Highly motivated and able to learn and understand new concepts and apply new methods, whilst taking responsibility for their own personal development. Willingness to seek advice appropriately, to accept supervision and training as required. 7. Excellent & confident phone manner and ability to respond with warmth, compassion and empathy to individuals who may be in distress 8. Ability to learn and use digital and social media applications to provide support. 9. Good level of personal effectiveness, managing workload and ability to prioritise 10. Good written and verbal communication skills. 11. Experienced IT & digital user with excellent knowledge of Office 365. 12. Team player with ability to work effectively within own team, organisation and partners. 13. Creative and problems solving skills 14. Ability to travel to any of our service locations as described above |

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.

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| **Signed:**  **Staff member** |  | **Date:** |  |
| **Signed:**  **Line Manager** |  | **Date:** |  |