

Sample: Mental Health First Aider (MHFA) – Role Description

1. Main purpose of the role

To provide confidential, face-to-face emotional support for colleagues experiencing feelings of distress or despair, and when appropriate to signpost clients and provide continued support if necessary.

2. Position and Support Chain

Accountable to: The Welfare Counsellor
Liaises with: The Welfare Counsellor, the Occupational Health Unit
Nurses, HR and MHFAs
Works within a team of: MHFAs

3. Key Responsibilities

- To provide confidential and non-judgemental emotional support
- To uphold the MHFA Values, Policies and Procedures
- To support other MHFAs to debrief and provide emotional support to them if necessary
- To report all contacts and debrief with the Welfare Counsellor at the end of the week, or earlier if necessary
- To liaise with the Welfare Counsellor and/or Occupational Health Unit in respect of difficult or emergency situations
- To attend monthly MHFA meetings whenever possible around your work commitments
- To attend training sessions as required

4. Qualities and Experience

- Ability to maintain confidentiality within the Welfare department and MHFA group always
- Ability to actively listen, without judgement or prejudice
- Clear communication and team working skills
- Ability to deal with clients sensitively and discreetly, including vulnerable adults and those with mental health conditions, as necessary
- Ability to recognise the need for support (in themselves and others) and to seek or provide support where necessary
- Self-awareness of own emotional triggers
- Demonstrate an understanding and acceptance of MHFA values and mission

5. Timescales

- Meetings should be arranged in half hour slots, which can be increased to one hour where necessary
- In emergency or crisis situations, you may be required to offer more time to provide continued support or accompany someone home/to A&E
- You are required to record all MHFA hours in a simple timesheet each week Welfare records only. There is no minimum or maximum time requirement for MHFAs

6. Location and Expenses

- All MHFA meetings to take place in/on ORGANISATION Property
- In the rare event where you are required to travel offsite (to accompany someone home or to A&E), a member of Welfare and/or OHU will be aware and contactable
- Any out-of-pocket expenditure for emergency travel, beverages or food spent on behalf of a client will be reimbursed

7. Benefits

- Opportunity for personal development
- Opportunity to contribute and share existing skills
- Development of new listening and communication skills which can be used in all aspects of your life
- Give something back to the ORGANISATION community

8. Recruitment and Selection Process Requirements:

- Attendance at an Information Session
- Completion of an MHFA application
- Attendance at an interview with the Welfare Counsellor
- Attendance of a training session
- Successful completion of a 3-month probationary period, including a review meeting with the Welfare Counsellor

This is an example of a **Mental Health First Aid Role Description** for a real life organisation. The organisation's name has been removed. Each role description will be different for each organisation.

Manchester Mind can facilitate these discussions to design your own role description with key HR Team members, or to co-design with your Mental Health First Aiders (we find this option works best within organisations). **This is available as a bespoke half day session.**

Contact training@manchestermind.org for more information.