



Job Description & Person Specification

| | |
|----------------|---|
| Position: | Mental Health Link Worker |
| Salary: | £24,491 (pro rata £14,694) |
| Hours: | 21 hours per week |
| Contract type: | Fixed term 12 months (Extension possible dependent upon funding) |
| Base: | TBC |
| Reporting to: | Manchester Mind - Community Services Manager |

Job Description

We believe in the power of listening and being heard, that everyone deserves to be supported in their mental health needs and that we have a part to play in that. Our aim is to increase access to appropriate mental health support and this role will support the Manchester safeguarding team to ensure people are better able to access the appropriate support and services around their mental health.

As part of a new team within the council the Link Worker will build collaborative and kind relationships where the focus will be to enable people who might find access to services difficult to help navigate various routes to support. The focus will be on building relationships where people feel heard and understood. The post holder will confidently communicate with people accessing support and staff in services to improve outcomes and promote the service.

This role will sit as part of a multi-disciplinary team and will be playing an important role within the Better Outcomes Better Lives programme - which is Manchester City Council's Adult Social Care's central long-term transformation programme.

Main Duties and Responsibilities

1. To provide mixed offer of both therapeutic and/or practical support to people who are struggling with their mental health and other issues and are referred through the adult social care contact centre where they may not meet the threshold or have a need for statutory service support
2. To support the collaborative delivery of support to people referred to the service
3. Managing a caseload of people who are referred to the service
4. Delivery of support in a trauma informed way which focusses on building trusting relationships and offering choice
5. Assessing in a collaborative way the needs of people referred to the service
6. Assessing any risk with regard people referred to the service and to be done when possible in a collaborative and informed way
7. Manage information and input into databases and recording systems as required
8. Develop a knowledge of services available in Manchester and the requirements for referral and access.
9. Collate data and produce reports as required to help demonstrate impact.
10. Advocate for people when required to help onward access to services
11. To work in partnership with a wide range of partners, services, key stakeholders and communities.

12. To implement packages of support which might be clinical, practical and/or social in collaboration with the person referred to the service.
13. To be responsible for achieving all outcomes and outputs related to the projects

Professional Responsibilities

1. Ensure that the values of Manchester Mind are maintained and developed throughout the role.
2. Maintain a professional and confidential approach to work at all times.
3. Actively participate in regular supervision, case management sessions and team meetings as requested.
4. Attend community of practice meetings every two months with all partners within the project
5. Be willing to attend appropriate training courses as agreed with your manager.
6. Contribute to the effective and efficient running of Manchester Mind by awareness of and compliance with policies and procedures, including Health and Safety and Safeguarding.
7. Ensure data is managed in compliance with General Data Protection Regulations.
8. Create positive relationships and treat all staff, volunteers and members of the public with dignity and respect, adhering to Manchester Mind's core aims and values, and adhering to equal opportunities and diversity statements and policies.
9. Work outside of normal office hours if required to do so to meet the needs of the service.
10. Play a role in developing shared best practice in responding to the needs of people supported in the post.
11. Carry out other duties as requested by the Manchester Mind Community Services team.

This job description may be subject to joint review from time to time between the post holder and Manchester Mind, and as such is liable to amendment.

Person Specification

All points are essential unless otherwise stated.

Qualifications, Knowledge and Experience

- A level 3 qualification in Health & Social Care or equivalent qualification. (DESIRABLE)
- An awareness of the impact poor mental health has on people's lives.
- Knowledge of the range of support services available across Manchester. (DESIRABLE)
- Knowledge of or experience of trauma informed approaches to service delivery.
- Understanding of safeguarding processes.

Skills and Personal Qualities

- Ability to work collaboratively with people with clear and adaptable communication where people feel able to contribute.
- Ability to build strong working relationships with partners and services.
- Ability to create a sense of belonging through development of kind relationships that lead to people feeling accepted and heard.
- Ability to work in a strengths-based way that recognises the potential for people to develop and enable resilience.
- Ability to advocate for or empower people to identify and access support.
- Good IT skills, sufficient for producing reports/presentations, and for monitoring purposes.