



Job Description & Person Specification

Position:	Mental Health Link Worker
Salary:	£24,491
Hours:	35 hours per week
Contract type:	Fixed term 12 months (Extension dependent upon funding)
Base:	Manchester Mind, Zion Centre and Manchester City Council, Alexandra House
Reporting to:	Manchester Mind - Community Services Manager

Job Description

Our purpose is to create space where mental health comes first. We do this through working in partnership with other agencies and providing services in a trauma-informed way. The Mental Health Link Worker works collaboratively with Manchester City Council's Adult Social Care and Safeguarding Services to ensure that people are better able to access appropriate support services for their mental health.

We believe in the power of listening and being heard. The Link Worker will build collaborative and kind relationships where people feel heard and understood, enabling people to access services and navigate routes to support. Referrals are received directly from the Adult's Early Support Team (AEST) and from Multi-Agency Safeguarding Hub (MASH). The Link Worker will seek to identify and address the most significant needs that are impacting on mental health whilst identifying and connecting people to appropriate longer term support. They will provide community advocacy, make onward referrals and will communicate with community, primary and secondary health care. They will also work to support people to have their practical needs met around income and housing, seeking to reduce the impact these issues have on immediate mental health.

This post is one of ten across Greater Manchester which form a Community of Practice.

Main Duties and Responsibilities

1. To provide a mixed offer of both therapeutic and/or practical support to people who are struggling with their mental health and are referred through the Adult Social Care Contact Centre.
2. Work with people over the phone or in person to identify priorities and work together to achieve them.

3. To work with Health and Social Care staff in the delivery of support to people referred to the service.
4. To work in a trauma-informed way which focusses on building trusting relationships and offering choice; including the provision of psycho-education.
5. To assess the needs of people referred to the service, to complete personalised risk assessments for people and to manage a caseload.
6. To advocate for people, verbally, through referrals or letters of support to help onward access to services.
7. To implement packages of support which might be clinical, practical and/or social in collaboration with the person referred to the service.
8. Manage information and input into databases and recording systems as required.
9. Develop a knowledge of services available in Manchester and the requirements for referral and access.
10. Collate data and produce reports as required to help demonstrate impact.
11. To work in partnership with a wide range of partners, services, key stakeholders and communities.
12. 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 this would be at both Manchester Mind and with Manchester City Council.
4. Attend community of practice meetings every two months with all partners within the project at locations across Greater Manchester.
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 Manager.

This job description may be reviewed from time to time between the post holder and Manchester Mind.

Person Specification

All points are essential unless otherwise stated.

Qualifications, Knowledge and Experience

- Experience of working in a psycho-social way with people experiencing mental health problems.
- An awareness of the barriers and the impact poor mental health has on people's lives.
- Knowledge about various ways to provide emotional and therapeutic support for people.
- Knowledge or experience of trauma-informed approaches to service delivery.
- Understanding and experience of safeguarding processes.

Skills and Personal Qualities

- The ability to work collaboratively, enabled by clear and meaningful communication.
- 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 people and to identify and access appropriate support.
- Good IT skills, sufficient for producing reports/presentations, and for monitoring purposes.