

JOB DESCRIPTION: SUPPORT/OUTREACH WORKER – (HAMBLETON AND RICHMONDSHIRE)

HOURS: 18 hours per week

LOCATION/BASE: The Link, 2 Crosby Road, Northallerton

RESPONSIBLE TO: Chief Executive

SUPERVISED BY: Resources Manager – Hambleton and Richmondshire

1. Job Summary

- 1.1 To engage, support and work with individuals wishing to improve their mental wellbeing who live in and around the Hambleton and Richmondshire area
- 1.2 To help co-ordinate the provision of a range of activities including art and creative crafts, individual support sessions, day service activities and other support for people with a mental health issue
- 1.3 Keep appropriate records, including attendance and maintain client files, carry out Personal Development Plans (PDP) and risk assessment and ensure paperwork is up-to-date and accurate.
- 1.4 To promote Darlington Mind in Hambleton and Richmondshire and develop and maintain clear and easy referral routes
- 1.5 Undertake outreach visits to client's homes to assess their mental wellbeing, assist them with shopping and visits to appointments.
- 1.6 To assess referrals and complete associated tasks promptly and efficiently

2. Main Duties & Responsibilities

- 2.1 To assist with the running of a range of services across Hambleton and Richmondshire including lunch clubs, art and creative craft sessions, drop-in's, advice and guidance sessions and other activities to support people with a mental health issue.
- 2.2 To ensure that client records are maintained including regularly updating PDP's, risk assessments and daily notes for clients who have attended projects.
- 2.3 To assess any new referrals into the project, meet with service users, families as well as health and social care professionals.
- 2.4 To assess the risk and support needs of each individual service user and provide services as best suited their needs
- 2.5 To work on a 1-2-1 basis with service users to ensure all support needs are being met and to signpost service users to services that can best help where Darlington Mind is not equipped to do so
- 2.6 Make people feel welcome, provide a range of support and services and deliver a high quality service for those who want to access our provision.
- 2.7 Undertake outreach visits to client's homes to assess their mental wellbeing, assist them with shopping and visits to appointments
- 2.8 Be responsible for safeguarding vulnerable people who use the organisations services by ensuring people are treated with dignity and respect, receive high quality, compassionate care and be safe from harm and abuse. You must understand your role and responsibilities to Safeguarding Adults, Children & Young People.
- 2.9 To supervise and/or mentor students and volunteers placed within the project

3. Personal & Professional Development

- 3.1 To take responsibility for identifying and participating in areas of developmental need to improve your ability to meet service aims
- 3.2 To contribute to the learning environment
- 3.3 Participate fully in appraisal and supervision processes

4. General Duties

- 4.1 To work within the Darlington Mind policy relating to the promotion of Equality and Diversity
- 4.2 To work within the provisions of and adhere to Darlington Mind's policies and procedures
- 4.3 To be familiar with and follow health and safety policy and procedure and be aware of individual responsibility of legislation
- 4.4 Keep up-to-date with developments in services, legislation and practice relevant to the client group
- 4.5 To undertake any other duty, which is appropriate to the post when requested by the manager

*The above indicates the main duties of the post, which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post holder.

Salary: £7956 for 18 hours per week (£16,354 full time equivalent)

Primary Base: The Link, 2 Crosby Road, Northallerton but visits within the local community across the Hambleton and Richmondshire area.

Updated: Aug 2019