



## JOB DESCRIPTION

<b>Title:</b>	<b>Active Minds Outreach Support Worker</b>
<b>Reporting to:</b>	Active Minds Service Manager
<b>Salary:</b>	£28,112.0
<b>Hours:</b>	36 hours per week, worked Mon-Fri, 9am – 5pm
<b>Contract:</b>	Fixed term contract until 31 <sup>st</sup> March 2025 with possible extension.
<b>Location:</b>	Throughout borough of Croydon, home working and Mind in Croydon offices.

Mind in Croydon's Active Minds Project is a support service which promotes improving both physical and mental health through connecting with others and being active, this empowers individuals to regain lost skills and obtain new skills and the confidence necessary for independent life in the community, through joining activities such as yoga, badminton, gardening etc.

### **Purpose of the role:**

- To provide physical and well-being activities for people experiencing poor mental health, that supports an active lifestyle.
- To signpost to community well-being activities and the wider Mental Health Transformation Program.
- The service is for people aged 18 and upwards and a range of activities should be provided which covers all age groups. Local knowledge and community connections are essential.
- The delivery of the activities should be a mixture of online and face to face.
- Welcome and assessment meetings should be offered to every person referred to ensure a person-centred approach.
- The role will establish the specific need of the person referred and connect them with the most appropriate support option.

### **Main duties:**

#### **Working with clients**

The requirement is that the service will achieve the following standards:

- Acknowledgement of referral within 48 hours
- Welcome meeting completed within 14 days to assess mental health needs and goals. Signpost to community support where necessary.
- Establish and facilitate outreach activities, throughout the borough with a focus on key strategic locations of New Addington, Thorton Heath and Coulsdon
- Facilitating well-being activities throughout the borough of Croydon.



- The facilitator will have knowledge of mental health presentations and be skilled in group facilitation. They will show the ability to manage group dynamics.
- As a minimum standard staff will be required to have An Enhanced DBS check and undertake relevant safeguarding children and safeguarding adults training events. The service should also have in place information governance training.
- Create resources for leisure and sports activities such as Active Mind's existing badminton, zumba, yoga sessions etc. and other community activities available.
- Develop links with local sports, leisure and community groups.

### **Administrative and General Responsibilities**

- Record how many people have accessed the support and been signposted to community activities.
- Generate own correspondence, keep own files, write up notes and so on.

### **General**

- Work in accordance with Mind in Croydon's Values, Aims and Objectives
- Provide a positive representation for the organisation both internally and externally
- Maintain quality standards in accordance with Mind in Croydon policies and procedures
- Promote positive understanding, awareness and attitudes towards mental health and dementia as part of day-to-day duties.
- Be responsible for respecting and maintaining personal and professional boundaries concerning relationships with service users, volunteers and other staff.
- Work at all times to promote equality, diversity and inclusion.
- Be efficient, responsible and maintain a high level of personal organisation; keeping accurate and appropriate records and providing information for monitoring and evaluation as required.
- Participate in and actively contribute to individual supervision, training and team meetings; attend all staff meetings and organisational events as required.
- Recognise and accept the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by your line manager.
- Work alongside and ensure active service user participation in all aspects of work including design, implementation and monitoring of activities.
- In addition to the tasks and duties outlined in this job description, you may be required to undertake such duties as may be identified and which are generally compatible with the functions of the post.

### **Job Description Agreement**

The Job Description is not exhaustive and is subject to change considering the service, work, priorities, or requirements. Such a change will be discussed and consulted on with the post holder. Mind in Croydon reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service. The statements contained in this description reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.



It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current postholder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name:

Date:



## Person Specification

The part-time role is a skilled, knowledgeable, and empathetic person, who enjoys working with clients and thrives in a team. The following person specification is a guide to the Essential and Desirable attributes that Mind in Croydon wishes to find in the successful candidate for the post.

	Essential	Desirable
<b>Experience</b>		
Minimum 12 months' experience in mental health or in a caring role dealing with vulnerable members of the community (children or vulnerable adults) in either a paid or voluntary capacity.	<b>E</b>	
<b>Knowledge, Skills, and Capabilities</b>		
Knowledge of people with mental health problems and of mental health issues.	<b>E</b>	
Proven success in facilitating a variety of different small groups and managing group dynamics.	<b>E</b>	
Proven success in achieving results in getting people to talk about lived experience. Please give details of who/how many people you have helped and what they achieved as a result of your efforts.	<b>E</b>	
Proven success in achieving results in improving people's wellbeing		<b>D</b>
Ability to work as part of a multi-disciplinary team.	<b>E</b>	
Ability to support and supervise service users	<b>E</b>	
Good communication skills	<b>E</b>	
Ability to write reports, case studies and correspondence to a professional standard.		<b>D</b>
Ability to record and analyse statistics to provide monitoring data to funders' requirements (numeracy).		<b>D</b>
Understanding of the principles of risk assessment and safeguarding.	<b>E</b>	
Proven success in motivating people who have found it difficult to change and in engaging people in an activity or group.	<b>E</b>	
Confidence in ability, with a proven track record in empowering service users on their recovery journey		<b>D</b>
Ability to lone work, carrying out continuous risk assessments	<b>E</b>	
Ability to deal with challenging situations in a consistent and fair manner, with good listening skills.	<b>E</b>	
Good computer skills	<b>E</b>	
The ability to host meetings and presentations via Teams or Zoom	<b>E</b>	
Good organizational skills	<b>E</b>	



Abilities in creating presentations and willingness to give talks to peer support groups and professionals		<b>D</b>
<b>Personal Qualities</b>		
Understanding gained from working in a multi-racial setting	<b>E</b>	
Ability to cope with pressure and ability to react quickly but thoughtfully in a crisis situation.	<b>E</b>	
Ability to work with clients sensitively and compassionately.	<b>E</b>	
Flexibility to the needs of the service and agreement to work regular evenings	<b>E</b>	
Flexibility and agreement to work as requested on occasion at our other projects (mainly to cover for sickness and holiday absence).	<b>E</b>	
Energetic and outgoing personality.	<b>E</b>	
Commitment to equal opportunities including user involvement in running services.	<b>E</b>	
An enthusiasm to work as part of a small team, being proactive, using initiative and seeking support when needed	<b>E</b>	
Willingness to learn from experience and to undertake training where necessary	<b>E</b>	
Sufficiently healthy and physically able to carry out the duties in the job description which are in a variety of locations. We are always happy to make adaptations where reasonable.	<b>E</b>	
Sufficient mobility to travel to other parts of the Borough and beyond	<b>E</b>	
First Aid Certificate and/or knowledge of Health and Safety		<b>D</b>
A commitment to empower clients to access community support and activities	<b>E</b>	
An interest in being active and leading an active lifestyle	<b>E</b>	