

JOB DESCRIPTION

Title:	Mental Health Advice Caseworker
Responsible to:	Project Manager
Contract:	Until March 2025
Hours:	Full-time
Location:	H&F, Hounslow & Homebased
Salary:	£24,525

Role purpose

Compass is a service designed to support adults (18 years and over) in H&F and Hounslow. The service provides support with welfare benefits, debt, housing and well-being/peer support groups/workshops.

The role of the Information and Advice Worker will be to provide advice, guidance and customer representation to H&F and Hounslow residents living with mental health problems. Advice issues may include, housing, benefits, council tax, debt, signposting etc.

The successful candidate will deliver support to enquirers and manage a caseload of individuals as agreed with the project manager. In addition to advice casework, the Advice Worker will also be expected to assist onboarding referrals to the service when needed.

The successful candidate will be required to work alongside other caseworkers and volunteers supporting on the project and report to the project manager.

The Advice Worker will be required to work within the Advice Quality Standard framework (AQS), and adhere to Mind's policies and procedures.

Due to the nature of the work, if successful, you will need to have an up-to-date DBS check completed prior to undertaking unsupervised client work.

Place of work

The Advice Worker will be required to work both from home and the Ealing, H&F and Hounslow office when necessary, alongside work in the community.

Key Responsibilities

- Deliver support to enquirers and manage a caseload of individuals as agreed with the project manager.
- Deliver monthly wellbeing peer support groups/workshops.
- Provide advice and information relating to all welfare benefits, including assisting clients with form filling and contacting agencies such as the Department for Work & Pensions on their behalf
- Provide housing advice
- Provide general money and debt management advice
- Provide information on employment opportunities and training support for clients.
- Signpost to other relevant services in the boroughs, or further afield.
- Attend training, forums and meetings to ensure knowledge remains relevant and up to date
- Attend outreach opportunities within the community to promote the service
- Keep up to date about current best practice and legislation within mental health, as well as within the field of Information & Advice more generally.
- Provide updates and feedback to the broader Advice team
- Use our database Views to record details of all client referrals and contacts to ensure client information is kept up to date.
- Use the correct templates, conduct outcomes and satisfaction assessments with clients on closure.
- Record the results of outcome assessments and satisfaction surveys on the Views database.
- Work in line with triage procedures and use the referral process when referring cases to external organisations.
- Meet regularly with the service manager to feed back about the progress of the project and ensure it is relevant to local strategy and national Government priorities
- Follow Hammersmith, Fulham, Ealing, and Hounslow Mind's organisational policies and guidelines
- Undertake additional duties that may reasonably be required to fulfil the objectives of the post

Training

Training will be provided and, as part of the Hammersmith, Fulham, Ealing, and Hounslow Mind induction the following training will be compulsory:

- Safeguarding of vulnerable adults
- Mental Health Awareness
- Equality and Diversity
- Health and safety

Person Specification

Knowledge and Experience

- Substantial experience of delivering advice in a similar position, preferably to individuals with mental health needs
- Knowledge and understanding of mental health problems, and mental health services
- Experience of delivering advice, information and customer representation
- Experience of managing complex cases
- Experience of working with multiple agencies
- Experience of delivering desired outcomes in a timely manner
- Up to date knowledge and experience of safeguarding adults
- Understanding of the importance of monitoring and evaluation, and the ability to keep records

Skills and Abilities

- Relevant and up to date knowledge of welfare benefits, housing and social care.
- Facilitate and deliver peer support groups for longer term improved wellbeing.
- Ability to communicate effectively in person on a one-to-one basis and with groups, as well as over the telephone and in writing
- Excellent listening skills
- Computer literate, with the ability to use MS Office, email systems and databases (inputting information and extracting reports).
- Ability to liaise with a range of people – customers with support needs, carers, and a range of different professionals
- Ability to remain calm in challenging situations and reinforce boundaries
- Ability to support people to manage difficult feelings, and communicate their needs effectively
- Knowledge of best practice for lone working, data protection and safeguarding adults
- Willingness to undertake training related to housing and welfare benefit

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- A team player
- Ability to work on your own initiative
- Ability to develop and maintain positive working relationships with service users
- Strong organisation and administrative skills
- The drive to motivate self and others to achieve positive outcomes
- Flexibility in overall approach to work
- Ability to recognise and work within the boundaries of the role, including confidentiality, and the working protocols between agencies
- Strong sense of self, and ability to set and maintain boundaries
- Commitment to promoting the needs of BME communities, and a commitment to the principles of equal opportunities and anti-discriminatory practice
- Ability to plan and prioritise your own workload.

Desirable

- Lived experience of mental health problems, and of using mental health services