

## JOB DESCRIPTION

<b>Title:</b>	Mental Health Information and Advice Officer x7
<b>Salary:</b>	£24,525
<b>Responsible to:</b>	Adult Services Service Manager
<b>Contract:</b>	Fixed Term - 31.01.2025
<b>Hours:</b>	Full Time
<b>Location:</b>	On-site Ealing, Hammersmith & Fulham, Hounslow

### Role purpose

Money Minded is a new service designed to support adults (18 years and over) in Ealing, Hammersmith & Fulham, Hounslow. This role offers an exciting opportunity to collaborate closely with the West London NHS Mental Health Teams, operating within the tri-borough area.

The service provides support with welfare benefits, accessing debt support, housing and well-being. The role of the Mental Health Information and Advice Officer will be to provide advice, guidance and customer representation to tri-borough residents living with Mental Health difficulties. Advice issues may include housing, welfare benefits, council tax, accessing debt support, signposting etc.

The successful candidate will deliver support to enquirers and manage a caseload of individuals, as agreed with the Service Manager. In addition to advice casework, the Mental Health Information and Advice Officer will also be expected to assist onboarding referrals to the service, as and when needed.

The successful candidate will work closely with the West London NHS Mental Health teams and project volunteers, ensuring adherence to the Advice Quality Standard framework (AQS) and 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 Mental Health Information and Advice Officer will be required to work within the West London NHS Mental Health team offices.

## **Key Responsibilities**

- Deliver support to enquirers and manage a caseload of individuals as agreed with the service manager.
- Work closely alongside the West London NHS Mental Health Teams to deliver comprehensive support to the service users.
- 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 and appropriate signposting.
- Link in with specialist debt and money support agencies.
- Signpost to other relevant services in the boroughs, or further afield.
- Maintain accurate and detailed records of casework and data, adhering to organisational protocols and confidentiality standards.
- Attend training, forums, and meetings to ensure knowledge remains relevant and up to date.
- 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 and the NHS database SystemOne 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.
- 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.

# mind Hammersmith, Fulham, Ealing and Hounslow

- 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
- 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.

*We are an equal opportunities employer, and we are proud to employ a workforce that reflects the diverse communities we serve. We welcome applications from all suitably qualified persons from all backgrounds.*

**HFEH Mind are committed to creating and fostering a culture that promotes safeguarding and the welfare of at risk children and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluating information from and about candidates to ensure that at risk persons appointed are suitable to work with children and vulnerable adults.**

*Post is subject to an enhanced OBS check.*