

JOB DESCRIPTION

Title:	Mental and Physical Health Engagement Worker
Responsible to:	Team Coordinator
Contract:	Fixed Term Maternity Cover (until 30 th October 2026)
Hours:	Full Time
Location:	Hounslow & Ealing
Salary:	£26,936

Purpose of the Job

Physical health and mental health are inextricably linked. The purpose of this role is to support people who have significant mental health issues and those from diverse ethnic backgrounds who may face barriers in accessing physical health checks. The role will provide longer term support in some cases, so people can address some of the barriers which might be in the way for them to consider their physical health positively. The roles will provide a service across Hammersmith and Fulham and Hounslow.

The role will be delivered within Primary Care and therefore you will be expected to build relationships within those settings and with community VCSE organisations to ensure that the service supports people within their own communities.

Key Responsibilities

- Get to know and build relationships with staff within Primary Care to enable a supportive and productive referral route into and out of the service.
- Work within communities and Primary Care to find out what services are available for people to access.
- Build relationships with staff in Primary Care, VCSE organisations, local communities that don't access services and local community health teams.
- Build relationships with those who are accessing the service and work in a person-centred way to find out their needs. Particularly working to engage people from diverse ethnic backgrounds.
- Build an accessible route into the service for people which will lead to an increase in physical health checks and longer-term support if needed.
- Be inclusive and make reasonable adjustments where necessary, i.e., interpreters, Easy Read literature, disability accessible buildings for meetings, etc.
- Conduct basic physical health checks following robust training from health professionals.
- Support people in connecting to other services both VCSE and Primary Care.
- Alert Primary Care staff and the local authority/mental health teams if there are any concerns that have not already been identified.

- Signpost and refer clients to other services during and after the intervention.
- Promote health education and the service across the borough.
- Input monitoring information to the Service Manager.
- Be responsible for personal and professional development, including attending regular supervisions (management and clinical supervision) and an annual appraisal.
- Conduct all mandatory training provided by WL Mind.
- Attend appropriate external training activities.
- Work within WL Mind's policies and procedures.
- Ensure data is managed in compliance with General Data Protection Regulations.
- Value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge and skills.
- Ensure safeguarding, self-harm and suicide prevention policies and procedures are adhered to.
- Carried out any other duties required to ensure successful delivery of this project.

Person specification

Knowledge, Skills & Experience

- Experience of conducting physical health checks.
- Experience or working with those who have serious mental health issues.
- Experience of developing kind relationships to create a sense of belonging.
- Knowledge of health literacy, i.e., weight management, diabetes, blood test, smoking, etc.
- Experience of motivational interviewing.
- Experience of supporting people in a way which recognises and develops potential.
- Experience of involving people in the development of services and support.
- Good understanding / awareness of the barriers people with mental health issues face in terms of achieving good or improved physical health.
- Ability to promote health engagement.
- Experience of working with those with other needs in addition to mental health such as learning disabilities or substance misuse.
- Data collection and entry.
- Ability to use databases such as Rio and SystemOne.
- Sound knowledge of Microsoft, Outlook and SharePoint.
- Ability to work collaboratively – generously sharing resources, skills and talents.
- Clear and meaningful communication skills – the ability to listen and enable people to feel heard, accepted and understood.
- Good IT skills, sufficient for producing reports / presentations, and for monitoring purposes.
- Ability to follow safeguarding processes.
- Ability to travel across the borough when required.
- Ability to promote and raise awareness on health issues.

Training

Training will be provided and, as part of the West London Mind induction the following training will be compulsory:

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

We are an equal opportunities employer; and 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 all 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 all persons appointed are suitable to work with children and vulnerable adults.

Post is subject to an enhanced DBS check.