

Job Description

Job Title:	Support Worker
Salary:	£17,179.50 pro rata (£28,632.50 Full Time Equivalent)
Hours of work:	22.5 hours per week
Location:	UK House, remote (and other locations within the borough as required)
Responsible to:	Carers in Mind Service Coordinator
Length of Contract:	Permanent

The Service: Carers In Mind

The Carers in Mind Team offers dedicated support to adult carers through a range of services, including one-to-one support sessions, peer-led support groups, educational workshops, and social activities. Referrals to the service are accepted from both professionals and self-referrals.

The team advocates for carers' rights and works in close partnership with families and friends supporting individuals experiencing complex or challenging mental health issues. Our holistic approach ensures that carers receive tailored guidance, emotional support, and opportunities for connection and learning within a supportive community environment.

The Role Purpose:

This role offers broad scope and significant potential for personal and professional development. You'll have the opportunity to grow your skills and strengths in alignment with the evolving needs of the service. The team strikes a balance between delivering tailored one-to-one support, advice, and guidance, and coordinating a dynamic programme of guest speakers, educational workshops, and social activities.

You should be confident and experienced in using Microsoft Office applications, particularly Excel. Familiarity with tools like Mailchimp (our email marketing platform) and Canva (used for creating promotional materials) is desirable—but a willingness to learn is just as important. You'll be comfortable with technology, quick to pick up new systems, and proactive in your approach.

We're a collaborative and creative team, so being a supportive team player is essential. Strong organisational and problem-solving skills are key, as you'll be responsible for helping to plan and manage a busy calendar of events. You should also be comfortable juggling multiple tasks and open to developing your skills in public speaking, delivering educational sessions, or leading group activities.

You will also work directly with carers and supporters, offering support, advice, and guidance with empathy.

Main duties and responsibilities

- Collaborate with the Service Lead to coordinate, promote, deliver, and record a range of events and activities, including educational sessions, social gatherings, and support groups.
- Support the Carers in Mind Team across all areas of service delivery, contributing to a responsive and high-quality service.
- Assist in developing and maintaining positive working relationships with local health and social care commissioners and providers, and encourage mental health carers/supporters to participate in involvement and co-production opportunities
- Assist in providing empowering support services for mental health carers/supporters in the London Borough of Richmond upon Thames, as part of the Carers in Mind Team
- Work closely with statutory and voluntary sector services to help carers/supporters have a good experience of health and social care, particularly mental health care
- Deliver confidential one to one support, information and guidance using an empowering, person centred approach in order to promote carer wellbeing. Support carers/supporters to identify outcomes and work towards them
- Promote hope, recovery and wellbeing for all the family. Support carers/supporters to develop the confidence and skills they need to manage their role as a caregiver/supporter.

Events, Data and Communications:

- In collaboration with the Service Lead and team members, support the promotion, coordination, and administration of a regular programme of events for carers and supporters, ensuring alignment with contractual requirements and the evolving needs of the service.
- Design and distribute regular and ad hoc email communications using Mailchimp to keep carers informed and engaged.
- Liaise with the RB Mind Communications Team and external stakeholders to ensure wide and effective promotion of events and activities.
- Create and manage a monthly schedule of promotional SMS messages, using the service database to reach the appropriate audience.
- Maintain accurate and up-to-date administrative records in accordance with RB Mind and contractual standards.
- Assist in the planning and delivery of support groups, including maintaining associated administrative documentation.
- Proactively engage with dormant carers and supporters, updating records to reflect current contact and support status.
- Provide administrative support to the team, including accurate note-taking during meetings and internal discussions.

Provision of carers peer support & training opportunities:

- Assist in the development, promotion and delivery of social activities and training opportunities that enhance the emotional and physical wellbeing of mental health carers/supporters
- Encourage feedback on existing support services and support the continued development of the Carers in Mind service in collaboration with carers

- Assist in the production and delivery of events for Carer's Week, RB Mind's AGM and Carer's Rights Day.

One to One Support:

- Provide a confidential listening space for mental health carers/supporters
- Deliver effective, goal focused and person-centred advice and guidance according to the needs of the carer
- Respond to new referrals and maintain existing caseload
- Encourage carers/supporters to attend Carers in Mind events and activities
- Maintain accurate records of all interactions and casework with clients, using the RBMind database – 'Views' and MS Excel
- Develop and employ as needed, an educated and keen understanding of potential safeguarding/child protection/domestic abuse issues, and raise any concerns identified with your line manager
- Contribute data and information every quarter to inform the Team's monitoring reports
- Engage with clients in a therapeutic and boundaried manner in and out of one-to-one sessions, and within the wider context of the service.

General Responsibilities

- To adhere to RB Mind's policy portfolio, including Equal Opportunities, Code of Conduct, Health and Safety and Disclosure of Information Policies
- To accept supervision from the designated manager
- To undergo training and development as is necessary to maintain appropriate performance in the post
- To work alongside and ensure active service user participation in all aspects of work, including design, implementation and monitoring of activities
- To be responsible for own income and expenditure budgets, in line with RB Mind's financial procedures
- To attend all staff meetings and organisational events as required
- To work alongside the Fundraiser, CEO or Operations Manager to negotiate with funders on potential funding opportunities
- To maintain an understanding of Richmond Borough Mind's financial and funding position
- Be efficient, responsible and maintain a high level of personal organisation.
- Work at all times to promote equality, diversity and individual rights.
- To treat with confidentiality any personal, private or sensitive information about individual organisations and or users, staff, etc.
- To keep accurate case records and statistics for effective monitoring of the service, ensuring that all files and information are kept in accordance with RB Mind's policy on confidentiality and data protection.
- In accordance with the Health and Safety at Work Act 1974, to take care of your own health and safety at work and any clients and visitors you are working with.
- To work evening or weekend hours as required by the activities relating to the service (for which Time

off in Lieu may be given) in line with RB Mind's Conditions of Work policy.

- To undertake any other reasonable tasks consistent with the grade and purpose of the post.

Additional:

- Support the development of volunteers involved with Carers in Mind
- Support the delivery of any fundraising activities
- Support the administrative functions of the service
- Keep up to date and accurate records of activities and support the reporting of project outcomes.

Person Specification

Dimension	Scope	Essential	Desirable
Experience & Qualifications	Educated to Degree Level or Equivalent	√	
	Experience of working with Excel and/or databases	√	
	Experience of working within a health or social care environment	√	
	Experience in providing support to vulnerable adults and groups, especially with mental health	√	
	Experience of working in acute and/or community mental health settings		√
	Experience in facilitating groups or conducting 1-2-1's.	√	
	Direct or indirect experience of caring or working with carers	√	
	Experience of working alongside, and supporting a team of volunteers		√
	A good understanding of boundaries when working with vulnerable adults	√	
	Communications/marketing experience		√
	Experience in using Mailchimp or other digital marketing platforms to create email marketing campaigns		√
Knowledge	Good knowledge of the types of statutory and voluntary mental health & carer services, nationally and within LBRuT		√
	A sound understanding of issues faced by mental health carers	√	
	Basic understanding of welfare benefits and community care pertaining to carers		√
	Strong grasp of issues such as equal opportunities, confidentiality, data-protection and risk management.	√	
	Good knowledge of the recovery approach within mental health		√
Skills & Abilities	Ability to communicate effectively both orally and in writing at all levels	√	
	Excellent listening skills with the ability to offer empathy and guided support	√	
	Strong ability to deliver and meet deadlines	√	
	Strong team working skills demonstrating sensitivity to other's views and ability to show consideration and collaboration	√	
	Capable to work under own initiative, time manage and prioritise work load effectively	√	
	Ability to use reflective practice and problem solving skills	√	
Other	<ul style="list-style-type: none"> • To work within RB Mind's mission & values • Proficiency in Microsoft Office packages • Strong administrative skills, including use of databases • Willingness to travel throughout LBRuT • Willingness to work evening hours • Positive and flexible attitude to work 	√ √ √ √ √ √	