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**Unit 4, Archway Business Centre**

19-23 Wedmore Street  London N19 4RU  020 3301 9850

Registered Charity No. 294535

**Job Description and Person Specification**

**Islington Mind is dedicated to promote the preservation and safeguarding of mental health. We support the recovery process of people who experience mental distress and provide for the relief and the wellbeing of their carers.**

**Job title** **Hand in Hand Support Worker**

**Overview:**  **A volunteer peer buddy programme working in partnership with Camden and Islington Trust. The volunteer buddy scheme will recruit, train and support volunteers with their lived experience of mental health to accompany vulnerable Islington residents to locations in the borough for appointments, activities, services, green spaces, and events.**

**Reporting to:** Team leader

**Job purpose:** To support the Peer Buddies (PBs) travel volunteers to reach their own goals and potential. To allocate and match PB travel volunteers to service users for support with prearranged journeys.

**Hours of work:** 21 hours per week.

**Annual Leave:** 26 working days per year plus Bank Holidays , (pro rata).

**Salary:** £18,056 pa for 21 hours a week (FTE £30,093 PA)

**Pension:** Islington Mind operates the auto-enrolment pension scheme and currently employer contribution is 3% and employee’s contribution is 5%

**Location:** The post holder will provide a service from Islington Mind sites.

**Duties And Responsibilities**

**Hand in Hand Peer Buddying Project**

1. To support people with severe and enduring mental health manage and recover.
2. To ‘match’ beneficiaries to the Peer Buddy (PB) travel volunteers, and to oversee the provision of the agreed support.
3. To support the PBs travel volunteers in their tasks and volunteering role.
4. To work with the team leader in facilitating clients’ needs assessments, including self-assessment questionnaires, ensuring assessments are strengths based, promoting empowerment and choice and control and helping individuals identify their own achievable and realistic goals
5. To facilitate risk and safeguarding assessments and to follow risk and safeguarding procedures accordingly.
6. To work with the team leader to review and monitor progress of the PBs travel volunteers and beneficiaries of the project
7. To facilitate ‘exit reviews’ with beneficiaries who used the project, measuring the short and long term impact of the project
8. To provide support for the PBs travel volunteers carrying out their journeys with beneficiaries.
9. To update service users data on the project’s administrative systems, including:
   1. keeping a register of PBs travel volunteers
   2. keeping register of matches
   3. Keeping all service users session records logged on Charitylog
10. To coordinate companion support to key appointments such as GP or other health related appointments and/or appointments related to housing, benefits etc
11. To support PBs travel volunteers to offer ad-hoc support and crisis intervention including form filling, making phone calls and signposting for further support.

**Relationships With Service Users**

1. To ensure service users’ views are key drivers, that services are fully accessible to all and that all service users are aware of the full ranges of services in the Mental Health Recovery Pathway, Islington Mind’s volunteering programmes, complaint procedures, complements and feedback procedures and how to become members of Islington Mind’s Co-Production Group, encouraging service users to take part in decision making processes and in all aspects of service delivery and development
2. To establish supportive and respectful relationships with service users; to work in a way that acknowledges the personal, social, cultural and spiritual strengths and needs of the individual.
3. To support and encourage individual service users to develop self-management strategies and use self-advocacy skills, progress to and/or maintain independence.

**Peer Volunteer Support**

1. To support the PBs travel volunteers
2. To support the team leader to monitor the management systems of volunteers’ attendance and performance, utilising our volunteer software ensuring an up-to-date report of volunteers details and performance can be produced at any time
3. To support the team leader to coordinate and deliver volunteer training programmes.
4. To support the team leader to carry out service user satisfaction survey and explore next steps (e.g. support with navigating into the Mental Health Recovery Pathway’s provisions).
5. To support the team leader to carry out 3 and 6 month reviews with service users who used the project, measuring the short and long term impact of the project.

**Relationships With Partners**

1. To work in collaboration with other members of the Hand in Hand project team ensuring good communication between the partners.
2. To attend regular joint meeting with the Hand in Hand partners.
3. To support the team leader promote the purpose, importance and impact of the Hand in Hand project both internally and externally to professionals within the community.
4. To support the team leader to liaise, collaborate, develop and maintain smooth referral pathways with a broad and diverse range of local service providers, in collaboration with the other Hand in Hand partners.
5. To participate in the development of marketing and promotion material for the Hand in Hand Project and to support the team leader to develop and coordinate an internal and external promotion strategy, ensuring it includes hard to reachservice userswho are not currently accessing services.

**Monitoring, Evaluation and Quality Assurance**

1. To maintain current quality standards in accordance with Islington Mind’s policies and procedures, and to adhere to any newly developed procedures necessary for the quality performance of the project.
2. To maintain clear, accurate and up-to-date records of service users and all activities and work carried out on Islington Mind’s on-line CRM database system and volunteer software.
3. To be able to use monitoring and evaluation tools regularly and support the team leader to prepare quarterly and annual monitoring and evaluation reports, demonstrating the impact of the project, collaborating and working closely with the other partners in the auditing of the performance of the service.

**General**

1. To be a team player, able to work collaboratively, demonstrating professional attitudes and behaviour towards PBs travel volunteers, service users and partner organisations.
2. To work in accordance with Islington Mind’s policies and procedures including the Safeguarding Policy, GDPR Policy, Lone Working Policy, Confidentiality Policy, Health And Safety Policy and Advocacy Code Of Practice.
3. To accept line management supervision from the team leader, to attend supervision sessions, meetings and Islington Mind’s staff meetings as required and to undertake any necessary training
4. To perform such other relevant and appropriate duties and undertake any other tasks within the general framework of the position.

**PERSONAL SPECIFICATION**

**Hand-in-Hand Support worker**

**Skills, Abilities and Experience:**

**Understanding Of and Experience Working Within Mental Health Setting**

1. An understanding of and commitment to the rights and needs of service users experiencing mental health problems, including a thorough understanding and knowledge of:

* the impact of mental health problems on an individual
* the stigma surrounding mental health problems and its effects and impact on those who experience mental health problems.
* relevant mental health and carers legislation

1. At least one year professional experience of working in a mental health setting with people with mental health diagnosis and/or complex mental health needs and with people who are in transition (e.g. hospital discharge) at a one to one level, including advocacy support and crisis intervention work and Lone Working from service users homes
2. Experience of carrying out service user assessment, and co-producing an action plan. Experience of crisis management including containing challenging behaviour, conflict and strong emotions (e.g. anger management) and support with advocacy
3. At least one year experience of proactively responding to risk and safeguarding alerts, and of utilising dynamic risk assessment skills

**Other Skills and Experience Key To The Role**

1. Local knowledge of service providers and resources and experience of actively liaising and working in collaboration with a broad and diverse range of community providers/agencies/bodies/networks.
2. Excellent interpersonal and communication skills at all levels and ability to demonstrate good empathy and listening skills
3. Excellent written communication skills – to contribute to the End of Year Service Report, excellent computing and internet skills and excellent numeracy skills – sufficient to support any data collection, admin and data entry as required by management.
4. Experience of project administration, managing petty cash, collating statistics, keeping accurate case notes, evaluating, monitoring and reviewing services as requested by the team leader.
5. Experience of working on own initiative and as a member of a closely-knit team, organising, prioritising own work and multi-tasking, be adaptable and solve problems creatively and negotiate with individuals and groups from all backgrounds.

April 2024