



## **JOB DESCRIPTION**

### **Independent Support Service: Mental Health Support Worker (Bank)**

#### **Key Notes**

**Responsible to:** DFMH ISS Support Services Coordinator.

**Location:** DFMH office base in Buxton

(This position will be Buxton Office based but will require travel throughout the High Peak and certain area's within The Derbyshire Dale's).

**Salary/Pension:** In accordance with the pay structure; currently £12.21 - £12.46 per hour (plus 3% pension contribution).

**Hours:** Zero hours contract. Working hours to be between 8am and 6pm Monday to Friday.

**Travel:** A valid full UK car driving licence, business car insurance and access to a car for work purposes. A business mileage rate of 45p per mile will be paid.

**Note:** This post is subject to an enhanced DBS criminal records check. You will be required to produce necessary identification documents to comply with the Home Office rules preventing illegal working.

#### **JOB PURPOSE**

To improve the lives of people with mental illness, and their carers', through one-to-one support, group setting support, and the agreement and implementation of a support plan.

#### **JOB DESCRIPTION**

The support worker will support people in the community, with the objective of assisting individuals' recovery and promoting independence.

Tasks will vary from person to person but the work will always be based on a support or recovery plan. The plan is the focus for an individual pathway to recovery, defined by the service user, which addresses their identified personal, social, occupational, educational unmet needs and aspirations.

To liaise and establish constructive relationships with service users, Mental Health Resource teams, Community Mental Health Services, through DFMH activities and other agencies involved in supporting clients.

Working days are Monday to Friday.

<b>SPECIFIC DUTIES/RESPONSIBILITIES OF THE POST</b>
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- To provide one-to-one support appropriate to the service's aims and support clients in actioning their goals
- To deliver group support or activity sessions if required
- To alert statutory services where the need arises (ie safeguarding/ client risk) and to liaise with statutory and voluntary agencies
- To complete and maintain client records, timesheets and other records in accordance with DFMH policy
- To support relatives/carers when needed and signpost them on to appropriate services
- To help people to be heard by statutory agencies and in the self-help groups (if required)
- To develop and deliver meaningful structured activities within the service that promote user independence
- To support service users to identify vocational goals and training opportunities and to seek out work opportunities to meet individual service users' needs
- To liaise with local community mental health teams and other bodies within the community and to build good communication networks with people who use the Federation, carers, families and all agencies associated with the service
- To help in raising a positive image of people with mental health related issues
- Work as part of a team and attend and contribute to the team meetings and work within the agreements made
- To participate in training and development opportunities

<b>GENERAL DUTIES</b>
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### **Delivering Equality**

- Promote the rights and needs of service users within the community
- Support the involvement of service users in all aspects of the DFMH's work
- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals

## **Delivering Quality**

- Have due regard for health and safety and security in the workplace and contribute to raising awareness
- Fully implement and adhere to the DFMH's policies and procedures
- Respect that the DFMH is a charity and be aware of financial constraints

## **Team Work**

- Work as a team, no one works in isolation
- Respect all individuals involved with the DFMH, and their right to have a view and an opinion
- Respect all volunteers as valuable members of the DFMH
- Contribute to the effectiveness and development of the team
- Develop one's own knowledge and practice
- Promote effective communication and relationships

## **Information**

- To act in accordance with the provisions of the Data Protection Act 1998
- Contribute to the information needs of the DFMH by accurate record keeping and reporting
- To promote the activities of the DFMH and encourage individuals to find out about and use the DFMH's services and facilities

## **Delivering a service**

- Contribute to the protection of individuals from the risk of abuse
- Represent individuals and families when they are not able to do so themselves
- Arrange service users entry to, and moving on from, the DFMH's services and assist individuals to move from a supportive to a more independent living environment
- In the interests of preventing distress and preserving dignity, the role may in exceptional circumstances require the support worker to deliver personal care tasks

## **Other Duties**

- Other duties appropriate to a job at this level, including any general administrative or other work required to be done within your range of competencies.

Reviewed: July 2025