



Job Description

Job title:	Support and Development Worker
Service:	West Lothian Mental Health and Wellbeing Service for Older People
Hours:	£24,176. pro-rata, Fixed (AP4, point 27)
Salary:	21.75 hours per week
Responsible to:	West Lothian Community Mental Health and Wellbeing Team Leader
Location:	Based in Bathgate with travel throughout West Lothian
Holidays:	30 days, plus 12 days public holiday (pro rata)
Contract length:	Fixed term, until 31 March 2023

Purpose of Job

To work with colleagues to further develop and deliver mental health and wellbeing services for older people (55+) in West Lothian including: short term support, supported mental health and wellbeing groups, and volunteering. All approaches will be designed to empower and enable people to take the lead in self-management of their mental health and wellbeing.

Main Tasks

1. Service Design and Delivery

1.1 To work with colleagues to deliver a range of support to improve the mental health and wellbeing of people, aged 55 and over, living within West Lothian.

(Support will include: one to one short term support, a programme of group work, signposting to community services and activities)

1.2 To implement procedures, recording and paperwork for the service

- 1.3 To promote the service to local partner organisations
- 1.4 To accept referrals into the service
- 1.5 To meet with and assess people who would like to use the service
- 1.6 To ensure that good practice standards are maintained within the service
- 1.7 To monitor and evaluate the effectiveness of all activities ensuring support is reviewed on a regular basis
- 1.8 To collate and analyse evaluation feedback regarding the service implementing learning to improve the service
- 1.9 To assist the development of funding reports
- 1.10 To attend local groups as required

2. People Management/Team Working

- 2.1 To induct, manage, motivate, support and develop volunteers; to support volunteers to complete PVG applications / updates and follow organisational policies in relation to any identified risk
- 2.2 To supervise volunteers
- 2.3 To ensure the effective support of volunteers in line with the organisation's policies and procedures

3. Resource Management

- 3.1 To input service user and volunteer information into the organisational database.
- 3.2 To provide relevant information, both quantitative and qualitative, about the service
- 3.3 To work with the Team Leader to monitor the service budget

4. Managing Risk

- 4.1 To assess and manage risk within the service delivery, which will include lone working, adult and child protection issues.
- 4.2 To ensure data protection is observed at all times.



5. Support, Supervision and Development

- 5.1 The Support and Development Worker will report to the Team Leader, who will provide regular supervision and will also conduct an annual staff appraisal.
- 5.2 The Support and Development Worker will attend regular team meetings and occasional development days
- 5.3 The Support and Development Worker with the opportunity to attend in house training events. Attendance at external conferences, seminars, study days and training events will be made available through discussion with the Team Leader.

Other

To promote equal opportunities in the workplace and in service delivery.

To undertake other duties as may reasonably be required by the post.





Person Specification

Experience

Essential

Experience of working on own initiative and as part of a team

Experience of managing needs and expectations of a wide range of people

Experience of using evaluation tools

Delivering volunteer training and support

2 years' experience of supporting people experiencing mental health difficulties both in a group and individual basis

Experience of working with individuals in a consultative way to assess and design support to meet their needs

Experience of handling crisis situations

Desirable

Experience of using IROC wellbeing tool

Knowledge

Essential

Understanding of Health in Mind and its values

Understanding of good practice when providing support to vulnerable older adults with mental health difficulties

An understanding of and belief in recovery and self-management approaches

Understanding of assets-based approaches

Skills and Abilities

Essential

Group work skills

Ability to analyse information and feedback in order to inform decision making, and strategies

Excellent presentation, facilitation and communication skills
Excellent literacy, numeric, IT and organisational skills

Good influencing and negotiating skills

A flexible approach to work

Desirable

Ability to manage and deliver events and activities

WRAP facilitator

An understanding of trauma informed practice

Current driving licence and use of a car

Behaviours and Personal qualities

Essential

Ability to communicate effectively on difficult, complex and sensitive issues and have good listening skills and be able to have an empathic response to distress

Excellent written and verbal communication and interpersonal skills

Be well organised and able to work under pressure and organise and prioritise own workload

Ability to demonstrate resilience in dealing with extreme emotions and distress

Special Conditions

Able to work flexibly including evening and weekend working in line with demand

This post involves work with vulnerable adults. Any appointment will be subject to a PVG Scheme disclosure

