

Thrive Manchester

Role Profile

Job Title **Mental Health Link Worker**

Salary: Grade 5 Point 18 – 23 (£27,344 - £30,151, depending on experience)

Annual Continuous Professional Development allowance
Generous annual leave entitlement
Birthday leave
Salary sacrifice scheme

Hours: Full time 37 hours per week

Contract: 2 years with extension based on grant funding continuation

Locations: We value the importance of flexible working. Our services are a hybrid of online and in person delivery and therefore this role will include travelling to locations across South Manchester. This role will be situated with the Living Well team located within Benchill Community Centre. Thrive Manchester's head office is also located at Benchill Community Centre and there may be the opportunity for some home working if desired.

Accountability: Living Well Programme Manager

Job Purpose: Manchester Living Well Service is a new way of working, bringing collaborative working to the fore so that people with mental health issues – particularly people who often fall between secondary and primary care services can be better able to access support. Your role in the Living Well Teams will be integral in ensuring people get a warm welcome that they are treated with respect and are listened to and heard. You will ensure they get to the right service whether that is inside or outside Living Well. You will be part of a multi-disciplinary team and take part in the discussions about the type of support a person may need and you will be then instrumental in identifying where that might come from. You will also be able to offer support to individuals on a short-term basis especially if the help they need is around access. You will ensure that both internally and externally the service you deliver will be done in line with the principles of a trauma informed approach. Living Well is underpinned by the understanding that building trusting and kind relationships makes a difference. This role will be collaborative and create a sense of belonging where people feel able to contribute.

This post is subject to an Enhanced DBS check

To Apply Send your CV and a Covering Letter of no more than 2 pages to dave@thrivemanchester.org.uk to arrive by 9am on Thursday 28th September 2023

Interviews will be on 4th and 5th October 2023

Key Responsibilities

Providing support

- Build relationships with people who are referred into the service, taking on a small caseload of short-term support for people accessing the service through a range of referral routes.
- Challenge and advocate for people when appropriate, e.g. when stigma and discrimination are identified.
- Provide a trauma informed service that listens to the people you support.
- Support people in connecting to other services across a range of partners in the public sector and VCSE organisations.
- Identify additional needs that people have and to highlight them to Manchester Living Well Service.
- Provide outreach sessions when required.

Developing Living Well

- Build relationships with staff within Community Mental Health Teams and Primary Care Networks and foster supportive and productive relationships across the system.
- Work to gather knowledge of what services are available for people to access, building a culture of shared knowledge and intelligence with other members of the team.
- Contribute to ensuring the service is accessible by working with other frontline colleagues to ensure that barriers into the service are identified and actions put in place to address them.

General Responsibilities

- Work reflectively and attending regular supervisions and team meetings.
- Be responsible for your personal and professional development, attending appropriate training and undertaking development activities as identified in collaboration with your line manager.
- Work as part of the wider Living Well team and Thrive Manchester, upholding the Living Well and Thrive Manchester values and contributing to the development of the Living Well and Thrive Manchester approaches.
- Support promotion of the service, including contributing to written materials.
- Support monitoring the impact of the service, gathering information as required.
- Contribute to the safe collection of people's stories and feedback for use as qualitative evidence of impact.
- Ensure data is managed in compliance with General Data Protection Regulations.
- Ensure you have good practical familiarity with safeguarding procedures and ensure that good safeguarding practice is in place at all times.
- Carry out any other duties required to ensure successful delivery of this project.
- To conduct all work in a way that reflects the aims and principles of Thrive Manchester in particular Thrive Manchester policies on Equal Opportunities and Confidentiality.

This job description may be subject to joint review from time to time between the post-holder and the employer.

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Education, Training and Knowledge</p>	<p>An understanding of the importance of safeguarding procedures.</p> <p>Some knowledge of motivational Interviewing approaches and willingness to attend training.</p> <p>Good understanding/ awareness of the experiences of people with mental health issues and the barriers that make things difficult.</p>	<p>Level 3 Safeguarding training completed</p>
<p>Relevant Experience</p>	<p>Experience of developing kind relationships to create a sense of belonging.</p> <p>Experience of working with people who have lived experience of poor mental health.</p> <p>Experience of developing accessible referral routes into services.</p> <p>Experience of managing own workload and related administration.</p> <p>Experience of working in a Trauma-Informed manner</p>	<p>Experience of working therapeutically with people.</p> <p>Experience of delivering recovery-focused CBT-informed 1-2-1 sessions</p> <p>Experience of delivering low intensive psychoeducation therapies either in group or individual settings.</p> <p>Experience of working in a changing environment</p> <p>Experience of liaising with other professionals from a range of statutory and independent sector agencies.</p> <p>A knowledge of Adverse Childhood Experiences and Trauma</p>
<p>Skills and Abilities</p>	<p>Clear and meaningful communication skills - the ability to listen and enable people to feel heard, accepted and understood.</p> <p>The ability to safety work within your own competency levels and recognise when an alternative intervention or referral may be required.</p> <p>The ability to manage your own administration and be computer literate and to maintain effective recording systems.</p>	<p>Skills in group work.</p> <p>Counselling skills, training, or qualification.</p>

	<p>The ability to reflect on and challenge one’s own thinking, behaviour, and beliefs.</p> <p>Ability to work in a strengths-based way that recognises the potential for individuals to develop</p> <p>Ability to work collaboratively - generously sharing resources, skills and talents.</p>	
<p>Personal Attributes and other factors</p>	<p>A commitment to anti-discriminatory practice in employment and service delivery, and to implementing anti-discriminatory practice in relation to job responsibilities.</p> <p>A commitment to work in accordance with the confidentiality and equal opportunities policies of Thrive Manchester.</p> <p>A willingness and ability to work flexibly.</p> <p>Ability to travel independently</p>	<p>Full driving licence with use of a vehicle</p>