



Mind in Camden

Community Mental Health Recovery Support Worker (35 hours per week)

Job title:	Community Mental Health Recovery Support Worker
Accountable to:	Senior Community Mental Health Recovery Support Worker
Grade:	NJC SCP 5-6, starting at SCP 5: £27,657
Hours:	35 hours per week
Aim of the job:	To support adult clients to meet their self-defined mental health recovery needs and aspirations, working in partnership with colleagues across different sectors in Camden

Direct Work with Service users

1. Support clients to assess their needs and aspirations, using a person-centred, strengths-based approach in line with Mind in Camden values.
2. Support clients to understand the range of options available to them for their mental health recovery.
3. Ensure clients are supported to make choices and access the services identified. This may involve advocating on behalf of your clients for their rights and needs to be met.
4. Provide emotional support, as well as practical support, and signposting to other resources. This may involve attending other services and appointments with them.
5. Oversee a case load of specific clients as directed by your manager, and act as a contact for client-related professionals and members of the clients' support networks in accordance with GDPR personal data policies and procedures.
6. Document client work and ensure that it is recorded on appropriate electronic records.
7. Respond to crises, safeguarding issues and complaints effectively.
8. Attend regular supervision session with your manager to discuss and reflect on client-related work.

Team and Partnership Responsibilities

1. Work collaboratively with Camden and Islington Foundation NHS Trust and other partners within the Camden Primary Care Core Teams.
2. Participate in team and partner meetings, as agreed with your manager.
3. Ensure the gathering and inputting of accurate information on client outputs and outcomes.
4. Ensure committed working towards activity and performance targets set by your manager.
5. Assist your manager in inducting, supporting and coaching volunteers.
6. Oversee volunteers supporting your clients' work, ensuring tasks are carried out and records completed.

General Duties:

1. Work within the context of the wider Mind in Camden organisation and participate in internal and external meetings as required.
2. Work alongside partner staff as an integrated team and participate in related internal and external meetings as required by your manager.
3. Work to Mind in Camden policies, procedures and guidance.
4. Work in accordance with Camden and Islington Foundation NHS Trust and agreed partnership policies, procedures, plans and guidance.
5. Be accountable for all aspects of your work to your manager through supervision.

6. Undergo such training and qualification as is consistent with the satisfactory performance in the post.
7. Perform other duties as reasonably required by your manager.

All staff are expected to:

1. Recognise changes in circumstances promptly and adjust plans and activities accordingly.
2. Find practical ways to overcome barriers.
3. Present information clearly, concisely, accurately and in ways that promote understanding.
4. Assist in creating a sense of common purpose.
5. Make best use of available resources and proactively seek new sources of support when necessary.
6. Act within the limits of their own authority.
7. Be vigilant for potential risks and hazards.
8. Take pride in delivering high quality work.
9. Take personal responsibility for making things happen.
10. Take personal responsibility for effectively communicating with service users, members of their work team, managers and other work groups.
11. Consult with their work group about matters which directly affect their work.
12. Deal with service user complaints.

Main Conditions of Service:

- Salary scale: NJC SCP 5-6, starting at SCP 5: £27,657 including our Inner London Weighting Allowance.
- Overtime is not paid, but time off in lieu may be granted.
- This post is funded until March 2026, with probable extension.
- Mind in Camden has an auto-enrolled pension scheme into which it currently pays 5% of salary. You will be required to contribute an additional 3% into the scheme.
- The hours of work per week are 35 hours worked between 9.30am – 5.30pm with a one hour (unpaid) lunch break. Evening, weekend and bank holiday work maybe be required on occasion.
- Annual leave entitlement is initially pro rata of 27 days rising to 30 days over three years, plus public holidays
- All Mind in Camden job descriptions may be subject to periodic review.
- Your post will be subject to maintaining an Honorary Contract with Camden and Islington Foundation Trust.
- The post holder will have an office base at Mind in Camden and work across multiple sites in Camden.

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Person Specification

All areas in the person specification are essential unless stated otherwise

Qualifications

None specifically required, but evidence of mental health learning is essential (e.g. CPD courses, peer networks, community mental health or counselling courses, or relevant degree).

Knowledge

1. A good broad understanding of mental health issues.
2. A good awareness of different models of understanding of mental health.
3. A good awareness of current issues in policy and practice in mental health.
4. A good understanding of primary, secondary care and third sector mental health services.
5. Thorough understanding of co-production and recovery principles.
6. Thorough understanding of the principles of good customer service.
7. Thorough understanding of good practice in person-centred client work.
8. Thorough understanding of equal opportunities with particular emphasis on how it applies to users of mental health services.
9. An understanding of the principles of good partnership working.

Experience

1. Experience of 1:1 client work.
2. One year or more experience of working or volunteering in mental health services.
3. Experience of community work (desirable)

Skills & Abilities

1. Strong communication and interpersonal skills.
2. Ability to take responsibility for a client caseload.
3. Ability to produce written materials to a high standard, including assessments and case notes.
4. Ability to communicate constructively and professionally with service users, staff, colleagues and external agencies.
5. Ability to plan and prioritise your own workload.
6. Ability to work flexibly and cooperatively, balancing multiple responsibilities.
7. Ability to handle formal and informal disputes and complaints constructively.
8. Good level of computer skills, including ability to use a database.
9. Ability to manage your own stress in a busy and demanding environment.
10. Ability to work independently and to utilise support effectively.

Commitment to:

1. Implementation of equal opportunities through anti-discriminatory practice.
2. Strengths-based recovery approach to client work and person-centred practice.
3. Confidentiality.
4. Accountability for your work to your manager.



Mission Statement

Our mission is to work alongside people, organisations and communities to make positive changes in mental health.

Values Statement

We understand experiences such as:

hearing voices

seeing visions

having unusual beliefs

feeling anxiety, hopelessness or extremes of mood

as responses to events, emotions and cultural influences that people can identify in their own lives.

We value people's individual human rights, identity, strengths and their own understanding of their experiences.

We do not impose definitions, labels or diagnoses.

We challenge stereotypes, stigma and social exclusion.

We see people as having life experience and expertise to offer, rather than as passive recipients of support, therapy or care.

As a result, we favour approaches that involve mutual and peer support, self-help and guided self-help.

We value a spirit of enquiry and learning from the people we serve and partners - we don't think we have all the answers.

<https://www.mindincamden.org.uk/>

<http://www.voicecollective.co.uk/>