# Job Description

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| JOB DETAILS | |
| Job title: | Mental Health Support Coordinator (West Cumbria) |
| Reporting to: | Manager (Egremont) / dotted line to Therapeutic Lead (Senior Leadership Team) |
| Accountable to: | Chief Executive Officer (CEO) (Mary Smith) |
| Location: | Growing Well, Beck Green, Cross Side, Egremont |

**Summary**

Growing Well is a farm-based mental health charity originating near Kendal in South Cumbria, and with sites in Tebay and now Egremont (opened April 2024). The horticultural context is key to our charity as it provides a safe, supportive working environment to nurture mental health recovery for those people experiencing moderate to severe mental illness. Growing Well works with people on a weekly basis to help rebuild a sense of purpose, to engage in meaningful and fulfilling activity and to build hope for the future.

The role of the Mental Health Support Coordinator (West Cumbria) is to:

* Lead the beneficiary support service within Growing Well (West Cumbria):
  + Processing and assessing admissions to the service, ensuring that all volunteers are set up to succeed (and if this is not possible, that they are signposted to other, appropriate services)
  + Curating personal pathways for individuals through the service, with a focus on recovery through activity
  + Supporting each volunteer in defining their own overarching and smaller, weekly goals and ensuring that these are understood by the activity/ training leaders and non-core volunteers. Goals may be redefined many times as the individual progresses.
  + Maintaining clear, legible, contemporaneous documentation that is fit for purpose in individual records
  + Monitoring and managing all impact/progress data relating to our volunteers:
* Sharing individualised data as appropriate with the volunteer, relevant staff, including the activity and training managers, and supporters (where relevant), with volunteers’ consent
* Communicating anonymised collated data more widely e.g. with the fundraising team and Board of Trustees.
  + Being Designated Safeguarding Lead for the site: leading and completing all safeguarding, risk management and Mental Health First Aid (MHFA) interventions
  + Signposting volunteers to other, partner services in the statutory, voluntary and commercial sectors, to support their recovery from mental ill health and provide opportunities for progression
  + Working with the Group Therapeutic team to develop Growing Well’s therapeutic service, for both therapeutic and commercial benefit to the organisation.
* Participate, from time to time and for a specific purpose, in field work (no practical experience necessary), providing additional “in activity” monitoring and support of individual volunteers and ensuring the smooth integration of our transferable life skills programme
* Share external networks, mentoring and training for the benefit of volunteers, colleagues and commercial customers.

All staff are expected to:

* + Be involved in all aspects of the Growing Well community
  + Uphold the values of Growing Well, including those of honesty, inclusion, equality, participation, empowering individual agency
  + Be an effective communicator and encourage openness
  + Contribute to providing an environment that is physically and emotionally safe

**Key relationships**

The post holder will develop strong links with:

* Volunteers (beneficiaries)
* Support Volunteers (those who attend site and support us to deliver our work)
* Therapeutic Grower and Office Coordinator on site at Beck Green
* External mental health (and other) support teams and providers working with our volunteers (to include but not limited to: Community Mental Health Teams, GPs, Crisis teams, hospitals and other third sector providers of mental health [and related] support)
* Relatives and other carers
* All Growing Well Colleagues
* Trustees
* Funding and project stakeholders

**Support**

Line Management

* Regular meetings with the line manager will take place. They will review all leave applications, including study leave, sickness/absence, return to work etc. and will participate in the annual appraisal process

External (Group) Supervision

* Regular (monthly) supervision will be available to, and expected of, the post holder
* Post holder will be required to review and reflect on their own practice and performance through effective use of supervision and appraisal

Appraisal

* The line manager will undertake annual appraisal with input from others as appropriate
* The employee will be required to prepare for the appraisal and provide relevant data including caseload and outcomes
* The employee will be supported to set goals for the forthcoming year

Continuing Professional Development

* A CPD plan should be negotiated annually with your line manager and supervisor based on your appraisal goals.

Study Leave

* Study leave is allowed for up to 5 paid working days per year and £200 per annum and can be taken over a 3-year rolling allocation, providing that it is within the charity’s resources to fund at that time.
* It will be considered/approved by your line manager, if it is necessary and/or advantageous to the performance of your job and the needs of the service will be able to be met in your absence.

**Other**

Health and Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Risk Management

All staff have a responsibility to report all accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

Equality and Diversity

All employees of Growing Well have responsibility to:

* Act in ways that support equality and value diversity
* Treat everyone with whom they come into contact with dignity and respect
* Act in ways that are in accordance with Growing Well’s ‘Code of Conduct’

Safeguarding

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with Growing Well’s Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training.

Information Governance

The post holder must keep records and manage the records they create or hold during the course of their employment with Growing Well appropriately.

Entries into records (on paper, in an electronic format or both) must be legible, attributable, contemporaneous, signed and dated.  It is essential that information is accurate, complete and relevant.

The post holder is responsible for implementing and maintaining data quality and must follow Growing Well’s policies and procedures to ensure that all information is dealt with legally, securely, efficiently and effectively.  They must keep up to date with the requirements of information governance. This applies to information about volunteers, staff and organisational business

Records must only be shared in a controlled manner subject to statutory legal requirements and agreed security, consent and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, General Data Protection Regulations, Caldicott Guidelines, and professional codes of conduct on confidentiality.

**Job Description Agreement**

Post holder’s signature …………………………………………………………………….

Date …………………………………………………………………….

Line Manager’s signature …………………………………………………………………….

Date …………………………………………………………………….

**PERSON SPECIFICATION**

**POST TITLE: Volunteer Support Manager**

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| **Factor** | **Essential** | **Desirable** |
| Qualifications/Training | Evidence of having successfully undertaken a robust vocational training in mental health. This may not be a traditionally recognised professional qualification but, if not, will be a rigorous, evidence based externally assessed training that includes, but is not limited to, a sound understanding of basic mental health and risk assessment, safeguarding, engagement and reflective practice. | Qualifications in one (or more) of the following:  Social and Therapeutic Horticulture  IAPT practitioner  Social Work  Occupational Therapy  Management  Mental Health Nursing |
| Experience | Significant transferable work or personal experience of working with people with mental health needs  Multidisciplinary teamwork  Supervised Practice  Safeguarding Management  Mental Health First Aid and Risk Management  Ability to reflect on own skills and areas for development | Mental Health Assessment and Risk Management  Experience of working with other agencies involved in care for people with mental health problems  Supervised Practice  Previous transferable work experience of group delivery/ tutoring  Training and presentation skills  Experience of working in a variety of mental health settings including non-clinical mental health services  Experience of research or audit |
| Knowledge | Knowledge of evidence-based practice  Knowledge and understanding of mental health conditions  Understanding of professional ethics and their application in practice  Knowledge of the basic principles of clinical governance  Health, safety and risk awareness | Knowledge of health legislation and current practice  Knowledge of current policies which directly link to mental health |
| Skills and Aptitudes | Ability to engage empathically with a wide range of people  A high standard of listening, written and oral communication skills  Ability to contain own anxiety, and remain calm under pressure  A high standard of observational and analytic skills  Ability to reflect and critically appraise own performance  Word processing and internet skills  Ability to work single-handedly with individuals and groups  Ability to work effectively with other disciplines/agencies both statutory and non-statutory  Case or project management skills  Presentation skills | Group work skills |
| Personal Circumstances | Passionate about mental health  Excellent personal organisation skills  Highly motivated and self-driven  Commitment to promoting a strengths-based culture  Commitment to client centred, non-discriminatory practice  Commitment to lifelong learning  Willingness to work flexibly | D1 Driving Licence or willingness to obtain, and willingness to drive Growing Well’s minibus |
| Other requirements | Promote a culture of:  Belonging, Openness, Inclusion and participation, Empowerment and Safety  Promote Equality and Diversity  Physical health – post involves working out of doors at times in adverse weather |  |
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| **PERSON SPECIFICATION AGREEMENT** | | |
| Post holder …………………………………………………………………….  Date …………………………………………………………………….  Line Manager …………………………………………………………………….  Date ……………………………………………………………………. | | |