



JOB DESCRIPTION

Job title:	Mental Health Outreach & Volunteer Coordinator
Service:	BAND, Bolton Community Based Adult Mental Health Service
Salary:	Grade 3 lower
Hours:	29.6 hours per week (part-time)
Location:	Bolton
Responsible to:	Outreach Senior Team Leader

Summary of job:

You will coordinate and lead on safe recruitment, induction and training of an appropriately diverse, skilled and experienced volunteer workforce. To support the delivery of a recovery focused mental health service, this role will play a critical part in the initial assessment, health and wellbeing planning and reviews for people in contact with the service. You will line manage a small team of volunteers to deliver ongoing support as part of the individuals' recovery plan.

You will contribute to the delivery of mental health related courses, such as Living Life to the Full and Ways of Wellbeing, as well as working with partner organisations to build knowledge and understanding of approaches to mental health and wellbeing.

Key tasks and responsibilities:

1. To lead on the safer recruitment of a suitably diverse, skilled and experienced volunteer workforce, creating regular recruitment and induction pathways and opportunities.
2. To work in conjunction with Family Action learning and development department to ensure programmes of volunteer training consist of Family Action procedures in areas such as safeguarding, data protection, equality & diversity and health & safety and then to deliver the training programme with Family Action colleagues.
3. Undertake holistic assessments with individuals, identifying their unique strengths and support needs to ensure maximum engagement, and a personalised and holistic approach to improving health and wellbeing.
4. As the main point of contact throughout an individual's journey with the service, provide continuity and a coordinated experience of support.
5. Proactively encourage self-referrals and connections with local communities, removing barriers particularly for individuals who may be under-represented in the community.
6. Help individuals identify the wider issues that impact on their health and wellbeing such as debt, living conditions, unemployment, loneliness and caring responsibilities.
7. Collaboratively produce a personalised health and wellbeing plan with an individual that is based on their priorities, interests, values and motivations, including what they can



expect from our service, community groups, activities and services you are connecting them to and what they can do for themselves to improve their health and wellbeing.

8. Where appropriate, physically introduce people to community groups, activities and statutory services, providing additional support where necessary to enable and encourage engagement.
9. Contribute to the delivery of our mental health and wellbeing training programme (Ways to Wellbeing and Living Life to the Full)
10. Work with partner organisations to develop knowledge and understanding of approaches to working with people with lived experience of a mental health condition
11. Ensure you have an understanding (appropriate to your role) of and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults. Seek advice and support from your line manager and/or identified individuals to discuss patient-related concerns and risk (e.g. abuse, domestic violence, escalated mental health).
12. Forge strong and collaborative relationships with local VCSE organisations, community and neighbourhood level groups to create a menu of new and existing networks for individuals to connect with and to promote volunteer opportunities with Family Action
13. Work with your line manager to continually pursue personal and professional development, taking an active role in regular supervision and appraisal processes.
14. Ensure regular and robust case management, risk assessment, outcomes and case recording, in line with Family Actions' Performance Standards.
15. Produce quarterly reports that are outcome focussed and comprehensively detail progress.
16. Undertake own administration and keep timely and accurate records whilst at all times adhering to GDPR, confidentiality and information sharing protocols and provide monitoring information as required.
17. Participate in internal and external meetings and events to promote, support and celebrate the work of the service and agencies.
18. Embrace and implement Family Action's Equality & Diversity Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
19. Commitment to the principles of co-production, and to work with the team to embed the service user voice within all aspects of service delivery
20. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.
21. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

PERSON SPECIFICATION

Education, Qualifications & Background	
1.	Qualification at level 3 or above in Health, Social Care or Mental Health and a commitment to continued learning and professional development or at least 3 years' experience of working in related field
Experience	
2.	Experience of working in a mental health setting
3.	Experience of conducting strengths based, holistic assessments and developing personal action plans, reviewing and monitoring progress and managing positive endings
4.	Proven experience of supervising and developing volunteers, providing effective leadership, managing conflict and using negotiation skills where necessary with an ability to communicate, negotiate and influence a wide range of audiences and stakeholders.
5.	Proven experience of empowering individuals to build on their existing strengths, advocate for their needs, views etc. and develop individual's confidence and skills to do this independently whenever possible.
6.	Experience of using evidence-based approaches such as motivational interviewing and node link mapping
7.	Experience of designing and delivering training
8.	Experience of establishing and sustaining a broad range of professional partnerships and engaging, as well as consulting, with service users and stakeholders through effective collaboration and communication skills.
Knowledge & Skills	
9.	Strong interpersonal, consultation and holistic assessment skills.
10.	Knowledge of mental health conditions and strategies to improve health and wellbeing, plus an understanding of the social and emotional determinants to mental health and the impact of ill health, deprivation and discrimination on communities and individuals.
11.	Working knowledge of the welfare benefits systems, housing systems and welfare grants and the ability to signpost service users. Knowledge of the local area and community resources.
12.	Knowledge and understanding of safeguarding processes and procedures, and the ability to implement as necessary
13.	Effective communication, presentation and record keeping skills, with the ability to collate data in accessible formats for service users and write comprehensive reports for a variety of stakeholders.
14.	Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner.
15.	Proficient in Microsoft Office and client management systems, with strong IT and administration skills.
Values	
16.	<p>Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by:</p> <ul style="list-style-type: none"> • Being people focused • Reflecting a 'can do' approach • Striving for excellence in everything we do • Having mutual respect for everyone we work with, work for and support through our services
17.	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.
In addition	



18.	Willing to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.
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