



JOB DESCRIPTION

Job title:	STR (Support Time and Recovery) Worker
Service:	BAND, Listening Lounge
Salary:	Grade 2 (upper) point 16-19
Hours:	30 hours per week (part-time)
Location:	Bolton
Responsible to:	Service Manager

Summary of role:

To work within the Listening Lounge Team, you will work with individuals holistically to plan, support and help individuals achieve the goals and outcomes that are important to them.

You will contribute to the ongoing development of team working and implementing of the Listening Lounge Model by sharing learning, listening sharing and responding to feedback from people who use the service, and contributing thoughts and ideas to team discussion.

Key tasks and responsibilities:

1. Develop trusting relationships and provide practical and emotion support to individuals accessing the Listening Lounge Service.
2. Carry out initial 'getting to know' you conversations and work with individuals to plan their support and achieve the goals and outcomes that are important to them, and to work with the wider Listening Lounge team to support the development and implementation of an action plan to support the individual.
3. To have knowledge of, develop relationships with and keep up to date with local services and organisations which can offer support in relation to developing positive wellbeing.
4. Ensure regular and robust case recording and risk management in line with Quality Standards.
5. Providing a gateway to the Listening Lounge 'Wider Network of Support' including Statutory & VCSE services for specific issues relating to for example: loneliness, housing, debt, substance misuse and family support.
6. Take responsibilities for an identified lead area i.e., Employment, housing, welfare rights, and attend meetings and give team updates.



7. Working with the wider Multi-Disciplinary Team to support the delivery of group work when appropriate.
8. Work with partner organisations to develop knowledge and understanding of approaches to working with people with lived experience of a mental health condition
9. 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).
10. Forge strong and collaborative relationships with local VCSE organisations, community and neighbourhood level groups for individuals to connect with.
11. Work with your line manager to continually pursue personal and professional development, taking an active role in regular supervision and appraisal processes.
12. Produce reports that are outcome focussed as required.
13. 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.
14. Participate in internal and external meetings and events to promote, support and celebrate the work of the service and agencies.
15. Embrace and implement Family Action's Equality & Diversity Policies in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
16. 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
17. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.
18. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

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PERSON SPECIFICATION

Education, Qualifications & Background	
1.	Qualification at level 3 or above in Health, Social Care or Mental Health or demonstrable experience of working in related field and a commitment to continued learning and professional development
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.	Experience of working in person centred, solution focused manner
5.	Experience of using evidence based approaches such as motivational interviewing
6.	Experience of facilitating group work
7.	Track record of partnership working
Knowledge & Skills	
8.	Strong interpersonal, consultation and holistic assessment skills.
9.	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.
10.	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.
11.	Knowledge and understanding of safeguarding processes and procedures, and the ability to implement as necessary
12.	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.
13.	Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner.
14.	Proficient in Microsoft Office and client management systems, with strong IT and administration skills.
Values	
15.	Able to evidence Listening Lounge and Family Action values at all times, which underpin the work we do: <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
16.	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	
17.	Ability to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.