



## **JOB DESCRIPTION**

<b>Job Title</b>	Buddying Project Worker
<b>Service:</b>	BAND, Bolton (Adult focused community mental health service)
<b>Grade:</b>	Grade 2 point 16 – 19
<b>Hours:</b>	37 hours per week
<b>Location:</b>	Bolton
<b>Reports to:</b>	Senior Team Leader

### **Summary of job:**

To support the design and delivery of recovery focused volunteer buddying support on the psychiatric wards, the Patient Lounge at Royal Bolton Hospital and referrals from Mental Health Liaison Service. To work with referrals for 1 to 1 support in the community post discharge.

### **Principle tasks**

1. To build and maintain positive working relationships with staff on the psychiatric wards and the Mental Health Liaison Service
2. To carry a caseload: to receive and process referrals, to complete a holistic and full assessment, to 'match' a buddy to the volunteer and to regularly review the effectiveness of the buddying relationship ensuring managed endings and moving on plans
3. To manage a volunteer rota on the psychiatric wards at the hospital to deliver services at the Patient Lounge, and Ward Visiting service
4. To provide line management support to a team of volunteers and to contribute to the delivery of in house volunteer training
5. To work with the Senior Team Leader to recruit, train, supervise and support a volunteer workforce sufficient to ensure the smooth running of the Buddying Project, including a peer support group and the provision of high quality supervision
6. To work collaboratively with staff at Greater Manchester Mental Health Foundation Trust and any other organisations as required, to ensure that volunteers are compliant with all requirements to enable them to work on site
7. To attend location based meetings (e.g. Preparing to Leave Hospital meeting) as required in order to promote the service and to support effective partnership working
8. To adopt Co-production principles to the development of the hospital based provision and volunteer roles to ensure that continues to be appropriate to the patients who use the services



9. 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. To build on these relationships to develop their knowledge of working with people, who have lived experience of a mental health condition and to encourage referrals to BAND.
10. 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.
11. Produce quarterly reports that are outcome focussed and comprehensively detail progress.
12. Work with your line manager to continually pursue personal and professional development, taking an active role in regular supervision and appraisal processes. To ensure regular and robust case management & case recording in line with Family Action Performance Standards.
13. To be able to evidence Family Action's values at all times:
  - a) **people** focused
  - b) Reflecting a '**can do**' approach
  - c) Striving for **excellence** in everything we do
  - d) Having **mutual respect** for everyone we work with, work for and support through our services
14. 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).
15. 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. A 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
16. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
17. To work flexibly between the central office and hospital site, and also as may be required by the needs of the service (including working in other locations across Bolton) 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 demonstrable 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.	Experience working in a multi-disciplinary team, with the ability to confidently build relationships with a range of professionals, stakeholders and services.
5.	Track record of partnership working
Knowledge & Skills	
6.	Strong interpersonal, consultation and holistic assessment skills.
7.	Knowledge of long-term health conditions and strategies to improve health and wellbeing, plus an understanding of the social and emotional determinants to health and the impact of ill health, deprivation and discrimination on communities and individuals.
8.	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.
9.	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.
10.	Knowledge and understanding of safeguarding processes and procedures, and the ability to implement as necessary
11.	Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner.
12.	Proficient in Microsoft Office with strong IT and administration skills.
13.	Proficient in Microsoft Office and client management systems, with strong IT and administration skills.
Values	
14.	<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"> <li>• Being people focused</li> <li>• Reflecting a 'can do' approach</li> <li>• Striving for excellence in everything we do</li> <li>• Having mutual respect for everyone we work with, work for and support through our services</li> </ul>
15.	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	
16.	Willing to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.