

Job Description

Post:	Guide-Line Support Relief Worker
Location:	Remote/Bradford
Responsible to:	Service Manager
Responsible for:	n/a

Purpose of the post

To provide emotional support, guidance, information and signposting to people who contact Bradford District & Craven Mind's Guide-Line telephone helpline and live chat service.

Key duties

- To provide telephone and live chat support to individuals who contact Guide-Line
- To signpost and refer individuals to relevant services for additional support where necessary, including crisis and acute services
- To work effectively with and support other co-workers on shift as needed
- To maintain up to date electronic records of support, including client information
- To provide a safe, non-judgmental environment for clients to discuss their issues or concerns
- To accept and work within the organisation's policies and procedures and assist in promoting the organisation's aims and objectives
- To have an understanding of and commitment to equal opportunities and diversity
- To remain calm under pressure and be able to manage your own workload
- To commit to training and self-development and to undertake any training required to carry out the duties of the post

- To promote all aspects of the service and enhance the public image of Mind in Bradford
- To be familiar with and work within the policies, mission and values of the organisation
- To ensure that the rights of people with mental health issues are respected and promoted throughout the organisation in accordance with its values and that clients are treated with respect at all times
- To be familiar with the Mind in Bradford ‘Code of Conduct’ and to ensure that it is followed at all times by staff, volunteers and clients
- To undertake any other reasonable duties as required to ensure the smooth running of Mind in Bradford

Our organisation

Bradford District & Craven Mind is a registered charity with a clear purpose to promote mental wellbeing and to empower and help people experiencing mental health problems to manage and work towards recovery and fulfilment. We do this through:

- Building community and individual resilience for better mental wellbeing
- Providing early intervention advice and support
- Supporting people in crisis
- Empowering and helping people to recover and sustain improved wellbeing

Our values

We will live our values through our behaviours – as key principles we are committed to:

- **Caring Always** - Be kind and compassionate. Listen to and value people
- **Working Together** – Working together for a shared purpose. Work together to make the biggest positive difference.
- **Supporting Everyone** – Understand, celebrate uniqueness and respect all. Reach out engage and help people feel safe.

- **Enabling All** – Making things possible. Give hope and resources to make positive change.
- **Improving Continually** – Making the biggest positive difference. Listen and be creative to make the biggest positive difference.

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Evidence of ongoing professional development 	<ul style="list-style-type: none"> An NVQ Level 3 qualification (or equivalent) or above in mental health or similar
Experience	<ul style="list-style-type: none"> Experience working with individuals with mental health difficulties Experience working in a mental health setting Experience supporting individuals in a clear, concise, meaningful and non-judgmental way 	<ul style="list-style-type: none"> Experience supporting clients via telephone and/or live chat Experience of using an electronic recording system for client/patient details Experience of providing 1-1 support
Skills and abilities	<ul style="list-style-type: none"> Excellent proven communication and organisational skills Ability to work as part of a team Ability to work alone and use own initiative Excellent IT Skills, including use of Microsoft Packages, Teams and online recording systems Skills in risk assessment and management 	<ul style="list-style-type: none"> Skills at providing mental health support over the phone and/or via live chat
Knowledge	<ul style="list-style-type: none"> Understanding of mental health and issues faced by people with mental health difficulties 	<ul style="list-style-type: none"> Understanding of safeguarding best practice

	<ul style="list-style-type: none"> • Knowledge of other community organisations and charities in the area • Understanding of confidentiality and data protection • Understanding of how to maintain professional boundaries 	<ul style="list-style-type: none"> • Understanding of mental health through lived experience
Attitude and Personal Attributes	<ul style="list-style-type: none"> • Understanding of and commitment to equal opportunities and diversity. • Commitment to providing person centred services. • Understanding that mental health difficulties are a natural part of life. • Understanding of and commitment to the Mind in Bradford values of Partnership, Inclusivity, Empowerment, Excellence and Responsibility. • A non-judgmental attitude in relation to mental illness and its manifestation in behaviour 	