

## Job Description

Post	Community Outreach, Recovery and Engagement Worker (CORE)
Grade	£13.67 - £ 25,523.98 per annum
Location	Bradford district and Craven Mind, 28 Manor Row, BD1 4QU with a requirement to travel across the District
Responsible to	Service Manager

### About us

Bradford district and Craven Mind is a registered charity with a clear purpose to promote positive mental wellbeing and 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.

Everything we do at Bradford district and Craven Mind is underpinned by our Values, which you will see below.

The information contained in this job description is not exhaustive but will give you an outline of the role and the duties required, and help you understand the role more clearly

### Our Values

- **Caring Always** - Be kind and compassionate. Listening to and valuing people.
- **Working Together** – Working together for a shared purpose. Working together to make the biggest positive difference.
- **Supporting Everyone** – Understanding, celebrating uniqueness and respecting all; reaching out, engaging and helping people feel safe.

- **Enabling All** – Making things possible. Giving hope and resources to make positive change.
- **Improving Continually** – Making the biggest positive difference. Listening and being creative to make the biggest positive difference.

### **Purpose of the post**

Working alongside both primary and secondary care, including our Community Mental Health Team (CMHT) and GP colleagues, this role is to support people within community settings who are experiencing Severe Mental Illness (SM). The focus of the work is to support people in a recovery-focused way to enable them to stay well and access community support as needed.

This post will be across two of our services: CORE and SMILE.

### **Key duties**

- Provide one-to-one telephone and face-to-face support to service members from a variety of backgrounds with varying degrees of mental health difficulties.
- Have a good understanding of support services across the district
- Signpost/complete onward referrals to relevant services for people to access additional support.
- Complete individual needs assessments, risk assessments and outcome measures with people we support.
- Develop person-centred support plans to help individuals stay well.
- Record information electronically and maintain up to date records.
- Work effectively with colleagues.
- Motivate and encourage people to take steps to achieve positive change in their lives.
- Promote equity, diversity and inclusion through your work.
- Commit to self-development and undertake any training required to fulfil your role.
- Participate in individual and group supervision and internal/external staff development including mandatory training related to the role
- Attend and input to regular team meetings
- Build effective working relationships with Community Mental Health Teams and attend regular team meetings, huddles, and other CMHT-related activities.
- Attend and input to CMHT team meetings and huddles and host desk at the CMHT
- Ensure that in all aspects of the role you embody the aims, objectives, and core values of Bradford district and Craven Mind
- Ensure that the relevant colleagues and a competent understanding of, and comply with, all Bradford district and Craven Mind policies and procedures.
- Take responsibility, with colleagues, for ensuring that all Health and Safety, Safeguarding, Information Governance and Equality & Diversity requirements are met and all other Company policies complied with.
- Undertake any other reasonable duties or tasks deemed necessary by the senior management team.

## Person Specification

Bradford district and Craven Mind is committed to promoting mental health awareness, reducing stigma, and improving the quality of life for people with mental health challenges. We value diversity, inclusion and lived experiences when recruiting our staff and volunteers.

Criteria	Essential
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of the key issues within mental health, and the potential challenges that people may face</li> <li>• Knowledge of other relevant health &amp; social care organisations across the Bradford District &amp; Craven</li> <li>• Knowledge of risk management and health and safety issues</li> <li>• Understanding of safeguarding and good practice</li> <li>• Understanding of confidentiality and data protection</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Paid or volunteer experience of working with young people or adults in a health, social care or any other settings.</li> <li>• Experience of supporting people in a clear, meaningful and non-judgemental way either via telephone or in person (this can include voluntary experience)</li> <li>• Experienced and confident in managing challenging situations, and recognising and responding to safeguarding concerns (this can include voluntary experience)</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Excellent proven communication and organisational skills, including an ability to encourage and engage people in ways to make positive changes in their lives.</li> <li>• Excellent IT skills, including use of Microsoft Packages</li> <li>• Ability to work as part of a team and work alone and use own initiative</li> <li>• Ability to gather relevant information to support and assess risks</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Healthy and secure personal boundaries</li> <li>• Committed, passionate and flexible with a can-do attitude</li> <li>• Commitment to supporting people in a person-centred and non-judgemental way</li> <li>• Committed to equity, diversity and inclusion.</li> <li>• Understanding of and commitment to Bradford district and Craven Mind values.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Must own a car and have a valid driver's license to travel across Bradford and Craven regularly as part of the role.</li> <li>• Willingness to travel as required to meet the needs of the service.</li> </ul>