

Recovery Centre Mental Health Worker

Job Title Recovery Centre Mental Health Worker

Accountable to: CEO, Head of Recovery.

Location: Acton London W3

Community Activities Project Ealing (CAPE) was founded 20 years ago, to meet the needs of individuals living with mental health needs in the local community. Our founding service was a safe place in the form of a Café where people could meet and take up peer support. This service continues to this day. However, over the years we have recognised that we are working with a wide range of needs that have an impact on an individual's mental health and well-being, so we have developed and continue to develop a suite of services to respond to a wide range of needs. We focus on the individual not just the diagnosis, which encourages us to recognise that each person is different and has complex needs, so our response needs to be multi-layered.

We run our services from our base in Acton, West London. There are two main strands to our work – Outreach Support and Recovery Centre. The Recovery Centre is open to clients on Mondays, Wednesdays and Fridays. It runs a diverse programme of activities including psycho-educational, therapeutic, hobby/activity, ICT and physical and mental wellbeing groups. In addition, it offers service users advocacy support and extensive advice on, and support with, benefits, housing, financial, and other matters. The Recovery Centre also houses the Cape Café which is run almost entirely by service users.

Job Purpose

Cape has 300 members. On average, 50 of those members will visit the Recovery Centre each day we are open. As the Recovery Centre Mental Health Worker, you will be managing the open access area of the Centre (based around a café concept). This will involve facilitating several different groups (of a psycho-educational, hobby/activity and physical and mental wellbeing nature). It is expected that you will not just facilitate such groups but will also generate ideas for your groups, plan their structure and content, and monitor their attendance levels and effectiveness.

In addition to running groups, you will offer clients advice and ongoing emotional support. A fundamental aspect of the role is noting when a client's mental health may be relapsing, or a client is in crisis, and liaising with the rest of the team on how best to intervene.

The role of Recovery Centre Mental Health Worker is a fundamental role within our mental health team. CAPE clients come from diverse backgrounds; they are vulnerable and have very complex needs, often with associated difficulties such as alcohol or drug abuse. Many have multiple diagnoses. Some have offending backgrounds. Others can struggle to manage their aggression, both physically and mentally. It is a challenging but profoundly rewarding environment to work in.

You will be expected to build sustainable relationships with clients that increase confidence and trust and enable them to feel safe and interested in building meaningful activity and relationships into their lives, regaining/fostering new skills and talents.

Key responsibilities will include

1. Providing support to CAPE clients who access our Recovery Centre service
2. Building and maintaining sustainable relationships with clients based on mutual trust and respect
3. Generate ideas for psycho-educational, hobby/activity and physical and mental wellbeing groups, plan their structure and content, and facilitate these groups
4. Monitor the attendance levels and effectiveness of any groups you run.
5. Ensure accurate data, and risk management is entered into CAPE Recovery Centre data base.
6. Support clients with welfare rights and debt issues, referring on to appropriate services.
7. Be the 'eyes and ears' in the open access area such that you identify when a client's mental health may be relapsing, or the client may be in crisis, and liaising with the rest of the team on how best to intervene
8. Attend new referrals meetings and conduct induction meetings with new clients, ensuring they have access to our full suite of services.
9. Work alongside the Head of Recovery to monitor clients' six-monthly recovery levels using a raft of recovery measures (questionnaires) such as the RAS-DS, STORI and QPR.

Required skills, qualifications and experience

The post-holder must have proficient knowledge in the following areas:

- The causes and symptoms of mental health issues
- Illness relapse and prevention, and coping strategies
- Needs and risk assessments
- An understanding of crisis management and the ability to deal with life threatening situations including suicide prevention
- An understanding of self-harm
- The impact of trauma, loss and grief related to refugees and asylum seekers
- The challenges facing the BME community in London in terms of mental ill health, and the importance of ensuing equality of access to support services
- An understanding of the safeguarding needs for this client group

Skills

- Ability to generate ideas for psycho-educational, hobby/activity and physical and mental wellbeing groups
- Plan, facilitate and monitor the effectiveness of your groups
- Ability to work with entrenched client resistance when it comes to engaging in new activity/taking on new behaviors
- Ability to spot when a client is relapsing/ in crisis and in need of support
- Good decision-making in dealing with safety issues and with aggressive clients if required
- Strong conflict resolution skills

- Knowledge of the social security benefits system and able to help clients' complete benefits assessment forms
- Effective verbal, written and listening communication skills
- Demonstrate warmth, sensitivity and empathy
- Problem solving skills
- Computer skills
- Creative thinker
- Time management skill
- Ability to hold their authority as part of a multi-disciplinary team

Attributes

- Energetic and enthusiastic
- Resourceful
- Patient
- Empathetic
- Comfortable multi-tasking
- Emotionally robust
- Calm when under pressure due to multiplicity of simultaneous demands from clients for support
- Ability to manage difficult/distressed clients
- Respectful
- Possessing cultural awareness and sensitivity
- Boundaried

Terms and Conditions

Job title: Recovery Centre Mental Health Worker

Accountable to: CEO and Head of Recovery

Salary: £25,000 + 5% pension

Annual leave: 25 days'

Probation period: six months

Notice period: 1 month

Hours: 37 hours per week

Interview Date 9th July 2018