

Mind Pembrokeshire Job Description

Our Mission

We work for a better life for everyone with direct or indirect experience of mental health problems. We promote a positive attitude to mental, emotional and physical wellbeing.

Our Vision

'We won't give up until everyone experiencing a mental health problem has both support and respect.'

Job Title: Cwtch Croeso Support Worker

Job Purpose: To provide high quality mental health information, advice and support.

Salary: £11.70 per hour

Hours: Negotiable

Responsible To: Cwtch Croeso Coordinator

Post Based At: 2 Perrots Road, Haverfordwest

Our brand new Cwtch Croeso provides a cosy, comfortable room overnight for referred clients to rest and recharge.

'The Cwtch' will be available from 9pm-9am Friday, Saturday and Sunday, these are the peak hours for crisis support.

Duties:

- To provide a safe space for clients with low level mental health problems.
- To provide a retreat to allow time out from detrimental influences.
- To listen to clients who need to talk through their concerns.
- To provide information, reassurance and guidance for clients.
- To work with clients holistically to encourage making healthy lifestyle choices.
- To encourage and motivate clients to engage with their local community and to benefit from these connections by reducing social isolation and improving wellbeing.
- To promote all of Mind Pembrokeshire's projects and services for the benefit of the client.
- Undertake practical tasks, including preparing the room, ensuring amenities are stocked.
- Undertake administrative tasks related to the operation of the Cwtch as required.

- To report any issues of concern relating to the welfare and safety of people attending or visiting the Cwtch.
- To report any issues of concern relating to the health and safety of the work location.
- To maintain the Environmental Health Level 5 achieved within the Resource Centre alongside the team.
- Encourage good housekeeping practices within the Cwtch.
- Any other task deemed relevant by the Manager/CEO that contributes to the successful running of the Cwtch.

Mind Pembrokeshire
Person Specification – Cwtch Croeso Support Worker

Shown below are the requirements we believe are essential and desirable to carry out this job.

Applicants should use the application form, job description and person specification to show how they meet these requirements as selection for interview will use these criteria.

Attributes

- Person centred
- Encouraging
- Motivational
- Empowering
- Non-judgemental
- Flexible

Essential

- Ability to work confidently and effectively alongside individuals in crisis.
- Ability to communicate effectively.
- Ability to manage a range of social interactions with a sensitive approach.
- Ability to partake in activities with clients and co-workers.
- To work on your own initiative and prioritise a demanding workload.
- To work as an integrated team member.
- Knowledge and interest in mental health and wellbeing.
- Reasonable computer, literacy and numeracy skills.
- Able to work unsocial hours.
- Willing to make a positive contribution towards team meetings, individual support and development and on an annual basis; Appraisal.
- Commitment to equal opportunities.
- Own transport and clean driving licence.

Desirable

- Qualifications relating to Health and Social Care, customer service or related.
- Social Care work experience in the Voluntary Sector.
- Experience in the hospitality industry.
- Knowledge of Health and Safety requirements.
- Ability to speak Welsh.