

## **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.'

<b>Job Title:</b>	<b>Resource Centre Support Worker</b>
<b>Job Purpose:</b>	To provide high quality mental health information, advice and support.
<b>Salary:</b>	<b>£16,797 per annum pro rata</b>
<b>Hours:</b>	Negotiable up to 20 hours per week, will include some evening and weekend working
<b>Responsible To:</b>	Resource Centre Manager
<b>Post Based At:</b>	2 Perrots Road, Haverfordwest

Our Resource Centre is 'the hub' – usually people's first contact with our organisation it is an open access drop-in available 365 days a year. Through the Resource Centre we provide support tailored to each and every unique person that pops through the door.

### **Duties:**

- To ensure that the Resource Centre remains a welcoming, friendly yet professional environment.
- To provide information, reassurance and guidance for Callers.
- Develop activities and interaction that improve socialisation, skills and experiences thus increasing self-esteem.
- To work with clients holistically to encourage making healthy lifestyle choices.
- To embed the Food and Mood concept within the Resource Centre and organisational events and to encourage clients to consider this within their own lives.
- 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 purchasing items required for the Resource Centre as required.
- Undertake administrative tasks related to the operation of the Resource Centre as required.
- To report any issues of concern relating to the welfare and safety of

- people attending or visiting the Resource Centre.
- 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 Resource Centre.
  - Any other task deemed relevant by the Manager/CEO that contributes to the successful running of the Resource Centre.

## **Mind Pembrokeshire Person Specification – Resource Centre 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 flexible hours; one weekend in four (10-1 Saturday and Sunday) and occasional evening work on a rota.
- 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.
- Knowledge of Health and Safety requirements.
- Ability to speak Welsh.