
MENTAL WELLBEING & HEALTH CASE WORKER

REPORTING TO: SERVICE DELIVERY MANAGER



The Hope Hub Charity (CIO) was formed in December 2017 in response to a defined need to serve those who are in poverty, homeless, at risk of becoming homeless, in financial hardship, unemployed and/or suffering with mental health difficulties and/or addiction(s) working in partnership with Surrey Heath Borough Council.

About the role:

This post would suit someone who is experienced (with a track record) in working with people (18+) with complex/multiple disadvantaged needs holding relevant qualification(s) such as a degree in psychology, counselling, mental health and/or social work. The post would suit someone with a flexible 'can do' attitude who is able to monitor, motivate, encourage and appropriately support people towards positive outcomes and change for the long term. Competence in IT and familiar with capturing outcomes (CRM system) is essential together with a team based approach to working.

The primary focus of this role is to patiently and persistently work with Service Users with identified mental health needs. External Clinical Supervision will be organised depending on the most suitable avenue for the postholder. On a day to day basis, the post will report to the Service Delivery Manager who will identify the Service Users that will benefit from a dedicated MH & Wellbeing Worker. At times, Service Users will be joint worked where multiple services/agency intervention is needed. You should also be confident and able to deliver Workshops to Service Users in small groups. We operate a trauma informed, strengths based approach and follow the Outcome Star methodology for all new Service Users.

The Hope Hub provides a unique range of services across the Borough designed to empower and appropriately challenge individuals to move their lives towards independence and/or employment. Monitoring and recording Service User progression is a key part of this role and our partnership work with Surrey Heath Borough Council and other statutory bodies.

Important Internal Relationships

All Hope team members, volunteers, trustees and Hope Hub registered beneficiaries. Important External Relationships & Stakeholders Statutory Services including SHBC, CCG (including CMHRS/ICT), GP's, Hospitals, Housing, Community Safety, Housing benefit, Countryside Rangers, Car Parks, Other Local Authorities as necessary. Adult Social Care, Housing and housing support providers, Health and mental health providers, Surrey Police, Probation.

Voluntary Services, ALL Funders, Donor(s), Churches/Faith groups, Business and Community Supporters.

Main Duties and Responsibilities

- To work with the Service Delivery Manager to plan and deliver a range of workshops within the Living Well programme to all Service users.
- To ensure all courses delivered and all Service Users booked on to a course are recorded within The Hope Hub reporting system (CRM) in a timely manner.



- To lead on the Outcome Star programme and assist the caseworker team to ensure every service user has an open engagement.
- To represent The Hope Hub at Mental Health partnership meetings and forums.
- To facilitate joint working with other support services to tackle any barriers faced by Service users including Housing, Health, social care, mental health drug and alcohol services.
- To conduct and record written assessments, support plans and Outcome Stars to meet the needs of individual Service Users.
- To work with the Service Delivery Manager to ensure that all Health & Wellbeing goals and outcomes are captured on the system for all service users in order to provide timely reports to CCG and MH Alliance on a quarterly and yearly basis.
- To record Service User case notes factually and comprehensively.
- To support the Empowerment Case worker Team with Service Users who have specific Mental Health needs and to liaise with other services / professionals where appropriate, supporting service users in appointments where necessary.

Knowledge & Expertise

- Ability to assess individuals who may present or be referred from SHBC or another Agency.
- Understanding of mental health, implementing support plans, social care and housing, including safeguarding, legislation and practice
- Able to assess individual function, behaviours and relationships to help to identify MH triggers with/without a diagnosis.
- Knowledge and experience of working with people (18+) with anxiety (mild to severe), PTSD, Psychosis and other general MH needs and supporting with medication, access/GP/hospital/specialist agencies as needed.
- Support individual to identify their own triggers and agree potential coping strategies.
- Communicate with The Hope Hub team regarding Service Users where they also need to work with other Case Workers or Project Leads (eg IT Support).
- Monitor individual Service User progression and record outcomes in accordance with the agreement with SHBC and CCG.
- Able to work in partnership with SHBC and other Support Networks to develop any additional actions with Service User permissions and choices/decisions being fully considered.



- To work in accordance and alignment with all national legislation, countywide and internal policies and procedures and keep up to date with legislation changes affecting homeless provision.

Initiative and Independent Action may include working alongside individuals to provide effective empowering support such as:

- ✓ Listening, hearing, affirming, encouraging, comforting, reassuring
- ✓ Coaching and mentoring through the change cycle
- ✓ Helping individuals to reflect, grow and learn
- ✓ Encouraging good hygiene and cleanliness o Helping individuals to have clear expectations and boundaries
- ✓ Supporting budgeting and debt clearance (referral within The Hope Hub as needed)
- ✓ Supporting nutrition, sleep, exercise and well-being
- ✓ Attend multi-agency appointments o Supporting meaningful daily activity, learning and training opportunities
- ✓ Supporting integration into positive community activities and social interaction

Planning, Organising and Prioritising

- To work cooperatively with all team members, volunteers and service users in a time flexible way
- To manage competing planned and reactive service user priorities
- Ensure that service user records are kept with contributions from all partners/practitioners on the CRM system and captured for reporting timed interventions
- To review progress and provide clear evidence data of change
- To accurately record and capture Service User and Volunteer data (with permissions) and monitor progress and report through the monthly performance statistics. These are required by the Local Authority, Funders and Board of Trustees and will be regularly evaluated.

Communication

- Ability to effectively liaise with agencies who have been working with individuals to gather information and appropriately record.
- Liaise with, establish and maintain effective working relationships with statutory and voluntary agencies to ensure a high standard of service and support to individuals.
- Communicate clearly and professionally verbally and in writing when representing The Hope Hub including all Service Users, Volunteers, Staff, Council members, general public, Councillors, and other business contacts.
- Be able to professionally represent The Hope Hub at meetings and identify potential joint partnerships and/or funding opportunities liaising with the CEO/Service Delivery Manager if necessary.



Customer Service

- To be approachable and able to communicate appropriately and effectively with a range of customers, agencies, The Hope Hub team, volunteers and service users.
- To encourage progress with service users and celebrate. • To always value volunteers and show appreciation for their contribution and also when receiving a delivery/donated item(s).

Health and Safety

Understanding of and ability to work within policies covering: safeguarding, risk assessment, information sharing, GDPR, equalities and diversity, lone working and health and safety.

All Hope Team members are responsible for the safety of the building, clear corridors, escape route(s) and staff and trained regular volunteers should also be encouraged to monitor at all times.

General

- Willingness to attend and participate in training/workshops.
- Show a keen interest in the Borough of Surrey Heath and have an awareness of opportunities to promote the work of The Hope Hub to recruit volunteers and/or partnership(s) with businesses/community and faith groups outside of Churches Together Camberley (CTC).
- Enjoy managing and juggling priorities with an ability to remain cheerful and maintain a sense of humour.
- Have a self awareness and know when to share and offload when, and if, a Service User experience triggers any past trauma or difficult emotions within you.
- Due to the nature of the role, the post holder will need an enhanced DBS check and clean driving license with access to a suitable vehicle.
- The post holder will be fully supported by the Service Delivery Manager and CEO with regular review meetings and contact.

About The Hope Hub

- The CIO has been set up by ecumenical members of Churches Together in Camberley and is a faith based charity.
- The Hope Hub is a small, busy Charity and operates as a 'team'. You will need to be prepared to roll your sleeves up, use your initiative and do what needs to be done for the benefit of our Service Users ensuring we comply with our Service Level Agreement and other funding criteria.
- Be a reliable team player where everyone counts, whether a beneficiary, volunteer or a member of the staff Hope Team.



We can offer you:

- 22 hours per week ordinarily worked between 9.30am – 3.30pm Tuesday-Friday based from The Hope Hub offices in Camberley.
- It may be necessary to attend meetings or training outside of these hours for which time off in lieu will be given.
- Training in trauma informed care, outcome star methodology, adult safeguarding and clinical supervision can be provided.
- Travel expenses associated with this post will be reimbursed at the HMRC rate.
- Subject to experience, up to £15.50 per hour will be paid monthly in arrears.
- All appointments are made on the basis of a 3 month probationary period.
- Annual leave entitlement is 33 days per annum including standard bank holidays.
- The Hope Hub operates a Stakeholder Pension Scheme for permanent staff in accordance with government regulations.

Person Specification and Qualifications Please note:

The criteria specified on this form will be used as guidance when short listing all applications and during the selection process. Please ensure you provide evidence within your Application, giving examples where appropriate, as to how you meet the specified requirement for the job.

Interview Selection Process

THH is interviewing flexibly as suitable candidates arise. All candidates are expected to complete a THH Application Form and can be downloaded from the website or collected from The Hope Hub offices on request.

Do get in touch with any specific questions or an informal chat with:

camilla.spicer@thehopehub.org.uk : 07543 429823 : Service Delivery Manager

or

mags.mercer@thehopehub.org.uk : 07783 430092 : Chief Executive

The interview will be conducted at: The Hope Hub offices or online.