**Community Mental Health Link Worker**

**Job Description**

**Responsible To:** Wellbeing Services Manager

**Responsible For:** Volunteers

**Location:** Based at GP surgeries across Malvern Hills with some support across the Wyre Forest.

**Overall Purpose**

The post holder will work directly with patients experiencing mental ill health to support their needs relating to social factors, wellbeing and wider determinants of health. They will facilitate one point of access for patients accessing voluntary sector mental health provision and signposting.

Patients facing ill health will have the opportunity to access one to one or group interventions that aim to equip them with coping strategies and mechanisms for self-help. Patients can access support at all stages of their recovery journey and will be able to benefit from a range of opportunities for peer support.

This role will be instrumental in enabling patients to link up all elements of treatment and support and help them to navigate both primary and secondary mental health services and wider community options.

**Key responsibilities are to:**

1. Facilitate one point of access for VCSE support and signposting
2. Triage patients and provide signposting information
3. Build and coordinate relationships with the wider mental health team, practice staff, neighbourhood teams and other key services and professionals
4. Provide care navigation and facilitate access to community support, activities and advice
5. Ensure support in relation to mental ill health meets patient needs relating to social factors, wellbeing and wider determinants of health
6. Develop both individual and group Peer Support options
7. Provide personalised one to one support to individuals using a range of evidence-based tools to improve their mental health
8. Work closely with all key staff in GP practices, attending relevant meetings and becoming part of the wider network team to encourage referrals and ensure that there is a clear understanding of the role of a Community Mental Health Link Worker
9. Ensure the service is integrated within related provision, in particular Social Prescribing and Lifestyle Advisor services
10. Work as an integral part of the new Community Mental Health Transformation programme, providing feedback as appropriate and contributing to the implementation of this new way of working
11. Work with other VCSE delivery partners to ensure the provision of a seamless and integrated service
12. Assist patients to link up and coordinate all elements of their treatment and support available including wider community support, information and advice
13. Equip patients with preventative coping mechanisms for low level mental health conditions e.g. stress at work, first presentation of low mood / anxiety symptoms etc.
14. Provide facilitated self-help support for people on long waiting lists, or people who have had support from secondary care in the past and want to refresh their skills
15. Help people to identify any wider issues which are impacting on their health and wellbeing, such as debt, loneliness, diet, physical activity or poor housing and make referrals to the Social Prescribing and Lifestyle Advice services
16. To manage and prioritise caseload, in accordance with needs, priorities and urgent support required by individuals
17. To refer people back to other health professionals/agencies where appropriate
18. To seek regular feedback about the quality and impact of the service and prepare and provide regular written and verbal feedback and reports on performance
19. To use appropriate systems for data capture, case management, feedback and reporting, to include CareNotes and EMIS, adhering to data protection legislation and data sharing agreements
20. To work as part of the team to seek feedback, continually improve the service and contribute to business planning

**Other Responsibilities:**

* This role will involve working in different locations and will require you to travel across the county, including isolated rural areas. The ability and means to travel independently across Worcestershire is essential
* There may be occasional evening and weekend work which will be considered part of your normal working hours

**In addition, all Onside employees are expected to:**

* Work within the organisation’s stated principles and values, adhering at all times to the organisational policies, procedures and guidelines
* Demonstrate a commitment to equal opportunities, social inclusion and individual empowerment
* Show a commitment to personal, professional and organisational development
* Contribute to organisational promotional and networking activities
* Work flexibly and co-operatively with colleagues to support the needs of the organisation and assist with wider social prescribing services, as required
* Take responsibility for safeguarding appropriate to your role and raise any potential concerns with the Onside Safeguarding and Professional Guidance Lead

**Onside People:**

* are **passionate** about what they do
* **value difference**
* are **creative** in their approach
* are committed to **fairness and justice**

While the job description provides the main duties and responsibilities for the position, it is not definitive and employees are expected to carry out any additional duties compatible with their skills and abilities. The above may be subject to change and alteration from time to time with the prior agreement of the job holder.

Signed ………………………………………………....

Date .......................................................................

Print Name …………………………………………………