**Mental Health Support Worker**

**Job Description**

**Salary:** Spinal Points 17-24

**Responsible to:**  Lead Welfare Advisor

**Responsible for:** No line management responsibilities

**PURPOSE:**

* Responsible for providing advice, support and strategies to support students in relation to mental health, providing strategies to support transition, ongoing mental health concerns.
* Proactively establishing and maintaining relationships with students to enable them to commence, continue and complete their education**.**
* Engage students in coping mechanisms and strategies while promoting independence and resilience.

**KEY ACCOUNTABILITIES AND RESPONSIBILITY FOR RESULTS**

***This schedule of duties is not exhaustive, and the job holder may be required to perform duties not listed, to suit the reasonable operational requirements of the college and as directed by their line manager*.**

* As a member of the Student Services team, provide students with care, advice and guidance, from initial support that will be identified by the welfare team and work together to promote independence and resilience.
* To hold a case load of students who are struggling with their mental health and provide key advice and strategies to support them.
* Formulate plans to reduce the likelihood of future similar events or concerns for mental health concerns.
* To be alert and responsive to any safeguarding issue that requires further action whilst working with students.
* To refer safeguarding and child protection alerts and complete risk assessments for at risk learners
* To update college databases with critical information, and review policies and procedures.
* To produce timely data for accurate recording.
* To organise meetings as required with parents, students, vulnerable young people, LAMs, and all external agencies.
* To maintain a risk register for this area of work and report to the Safeguarding Lead any short falls in fulfilling the college’s obligations in safeguarding.
* To maintain up to date and current knowledge and understanding of key safeguarding topics.

**Customer Services**

* To take responsibility for ensuring that the mental health support is available for all students and that provision is in place to accommodate and transition new students in to college from their previous education setting.
* Greet all students professionally and politely welcoming them to the college and contributing to building a strong reputation for the college.
* To assist students with the completion of any forms that they may need to complete whilst at college.
* Ensure the correct referral of the needs of individual students based on your knowledge of services and support offered within the Student Services area and make appropriate appointments.

**Team Work**

* Work closely with business support areas and learning areas to ensure a professional, streamlined service at all times.
* Be committed to working as part of a multifunctional team and provide cover and support within the Student Services area providing reception and sickness cover during busy periods and as requested.
* Provide assistance with the enrolment process to ensure that the funding agency deadlines are met.
* Maintain close links with other college staff in order to assist all students, including vulnerable learners.
* Work with the Marketing team and participate in college events such as enrolment and advice and guidance days/evenings.

**Professional Conduct**

* Present yourself in a smart, professional and courteous manner at all times.
* Carry out all duties with due regard to equality of opportunity and confidentiality with confidence and fairness.
* Ensure you meet all necessary health and safety responsibilities and duties as required by this post.
* Embrace development opportunities to continually improve the reception and helpdesk function at the college.
* Carry out any other duties as required by your line manager, which you could reasonably be asked to undertake within your experience and qualifications which are broadly consistent with the general functions and grading of this position.

# **Mental Health Support Worker**

# **Person Specification**

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| --- | --- | --- |
| **Skills/Qualities** | **Essential** | **Desirable** |
| Ability to talk to Students and Staff at all levels | **Yes** |  |
| Ability to work effectively as part of the whole College team | **Yes** |  |
| Practical ability to problem solve and use initiative | **Yes** |  |
| Able to provide strategies and coping techniques to people who are struggling with their mental health | **Yes** |  |
| Able to build rapport and trust with young people to ensure their needs are met | **Yes** |  |
| Recognise and refer safeguarding concerns to the welfare team | **Yes** |  |
| Ability to work with external agencies with the interest of peoples mental health at the forefront of discussion | **Yes** |  |
| Ability to meet legal and national guidelines and policy | **Yes** |  |
| Ability to devise a strong support plan to assist with managing poor mental health | **Yes** |  |
| **Knowledge/Experience** |  |  |
| Experience of working with vulnerable children and adults with poor mental health | **Yes** |  |
| Experience of working in a busy and diverse education setting | **Yes** |  |
| Experience of working with SEMH, SEN and a diverse range of young people and have the ability to support them effectively | **Yes** |  |
| Knowledge in mental health coping strategies and techniques | **Yes** |  |
| At least 2 years’ relevant experience in an educational environment, |  | **Yes** |

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| --- | --- | --- |
| **Qualifications** |  |  |
| Level 3 Qualification in Health and Social Care | **Yes** |  |
| Degree in Psychology or Nursing would be an advantage |  | **Yes** |
| Recognised mental health qualification | **Yes** |  |
| IT Qualification Level 2 | **Yes** |  |
| First aid at work (or willing to work towards) |  | **Yes** |
| **Special Competences** |  |  |
| Good attendance, timekeeping and sickness records | **Yes** |  |
| Flexible approach to working | **Yes** |  |
| Friendly and outgoing | **Yes** |  |

**Criminal Records Bureau check**

This post is subject to an enhanced DBS check.