

Job Title	
Support Worker, Comic Relief Project (Good Finance = Good Health)	
Reports to:	Responsibility:
CAB Project Manager for Day to Day supervision SWR Mind for monthly supervision.	To contribute mental health expertise to the project; providing support such that people with mental health problems fully engage in the CAB advice process so they maximise their income, reduce debts, and improve their financial literacy and capability.
Date:	Salary:
to 31 st December 2018.	£19240
Hours:	Location:
18.5 hours per week	The CAB central office (flexible to the needs of the service users)
Background and project outline	
<p>Good Finance = Good Health is a project funded by Comic Relief for 3 years. It is a partnership between Scarborough & District Citizens Advice Bureau (CAB), and Scarborough, Whitby and Ryedale Mind (SWR Mind), and a number of other associated partners.</p> <p>CAB is the lead partner and is accountable to Comic Relief for all aspects of delivery.</p> <p>The post holder will be guided by the CAB project manager, but will be employed by, and fully accountable to Mind. The post holder is responsible for the day-to-day delivery of a high quality service in line with this job description and CAB / Mind project policies, procedures, targets and outcomes.</p> <p>SWR Mind will contribute its mental health expertise to the project; providing support such that people with mental health problems fully engage in the CAB advice process so they maximise their income, reduce debts, and improve their financial literacy and capability. And to establish the degree to which the advice and support affects the clients overall Health & Wellbeing. In addition, some limited funding is available to procure specialist and bespoke support over and above that offered by the project and it shall be the responsibility of the post holder to ascertain when this is appropriate and to assist the CAB in developing and procuring the support</p> <p>The responsibility of the SWR Mind Support Worker will provide Social, Emotional and Practical support, Information and Advocacy on a short to medium term basis for the purpose of ensuring maximum engagement in the CAB advice process. If necessary, due to the client having issues outside the length of the advice process, the client can be signposted and supported to help them find appropriate additional support.</p>	

Job Purpose and Responsibility

To provide support to people with mental health problems using the services of CAB in order that they can reduce debt, maximise income, and improve their financial literacy and capability, and to establish what impact that has on the clients Health & Well being

Policies and Procedures

To ensure that all work is carried out according to Project policies and procedures, and that the necessary paperwork is accurately and legibly completed and communicated as appropriate and required.

Volunteer support and review

To identify two trained volunteers to work alongside the SWR Mind Support Worker to help with the achievements and targets of the project

To Provide regular, supervision to volunteers in line with SWR Mind's Volunteer Policy, and Ensure that all project volunteers' performance, personal development needs and satisfaction are routinely reviewed, at least quarterly.

Service user assessment, support and review:

Following a benefit and debt check of the client from CAB, help the client to develop a money management plan such that they will feel more confident about their money

To ensure the appropriate assessment, support and review of service users within the project, using the 'Wheel' tool to assess the potential service users referred by the project, in relation to **the finance and health & well being elements**, and any directly relevant and associated elements, at the commencement and completion of the advice process.

To develop supportive relationships with service users based on respect, trust and honesty. Ensure that service users have explained to them all that is necessary to enable them to safely make the most of their support.

To ensure that, as far as is practically possible and where needed to achieve goals (as agreed in their Support and Recovery Plan), service users are accompanied to meetings, people, places and opportunities. Where volunteers are not available or appropriate the post holder will carry out this work.

To ensure that Project policies and procedures are followed when the Project decides to end support.

Onward referrals to SWR Mind and other agencies must be provided with relevant information in full.

Support & Recovery Planning

Provide routine support to an allocated client in line with policy/procedure. Following a Wheel assessment, with the service user, discuss, develop, agree, implement and review a person-centred, financially focused support and Recovery plan.

Monitoring and evaluation

To support the success and sustainability of the project by collecting the data required to effectively monitor and evaluate the project

Administration

To ensure data collection is completed routinely and in line with Project paperwork, systems, processes etc, including entry to CAB database. As required, return paperwork (data) completed relating to each new/existing service user or volunteer to SWR Mind line manager to be confirmed.

The post holder will be entirely responsible for their own administration and must adhere to all policies and procedures relating to the effective and efficient administration of the project including but not limited to confidentiality, communication, data protection and management, health and safety, monitoring and evaluation. To ensure that all records are kept in the required manner. To undertake all own administration, including but not limited to correspondence, filing, recordkeeping, data entry.

Developing partnership / networks

Developing and maintaining appropriate partnerships/networks, using these wherever possible and appropriate to effectively promote the project to partners

Representing CAB / Mind partnership at planned events

Where requested to attend planned events

Skills and Experience:

A clear understanding of the employment basis and the responsibilities placed upon the post as a freelance position.

Knowledge (including necessary qualifications)

- Person-centred approach and planning
- Recovery model in mental health
- Clear understanding of the importance of professional boundaries in a health and social care setting
- Volunteer management

Skills and abilities

- Good ITC skills – Microsoft Word, internet and e-mail
- Good administration skills
- Good communication skills – verbal and written
- Dealing with challenging situations
- Team player
- Good organisational skills
- Full, clean driving license

Experience

- Working with vulnerable people
- Working within professional boundaries and working with partners to achieve targets

- Managing volunteers

Aptitudes

- Able to prioritise workload and solve problems
- Able to work under pressure from time to time

Please note: This is not a complete list of duties and may be amended in light of changing project needs – due consultation will take place prior to any core changes.