

## JOB DESCRIPTION

**Job Title:** Women's Mental Health Support Worker

**Department:** Operations

**Accountable To:** Service Manager

*These posts are open to female applicants only as being female is deemed to be a genuine occupational qualification under the Equality Act 2010*

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### 1. JOB SUMMARY

To provide psychologically informed service to women with multiple needs, as part of a team, which is responsive to their changing needs

In addition, Imagine expects all employees to carry out their duties in a manner which actively demonstrates commitment to the organisational objectives as they relate to individual posts and in particular to be pro-active in working in a socially inclusive way.

### 2. LOCATION

The post will be based at Imagine's Women Only Support Service, in Crosby but post holders will be expected to work flexibly as a part of a cluster and work at any site as required, within the Merseyside area.

### 3. SUPERVISORY RESPONSIBILITY

This post has no direct supervisory responsibilities but there is of course a duty upon all employees to be aware of appropriate service standards and to report any breach of standards to someone in authority.

### 4. MAIN DUTIES

*Under the guidance of the Team Leader*

#### **a) Service Focus**

- To work directly with women in providing a high quality delivery of service using appropriate planning and monitoring tools.
- To ensure that the women are empowered at every reasonable opportunity to make decisions and take control over their life and service, unless this is clearly detrimental to their well-being.
- To foster a 'hope and recovery' model so that the women can move their life forward looking for real community connections, friends, hobbies, interests, work and being creative and challenging about the support provided.
- To be creative in involving the women in meetings which assist them to remain at the centre of the meeting.
- To support women to achieve their goals, in line with their support plan.
- As part of women's CPA arrangements, to liaise with external professionals, e.g. GP's, CPN's, Care Managers etc.
- To promote women's rights and responsibilities, providing advice and information to women and others, where appropriate.
- With support and training, to recognise the indicators of deteriorating mental health, and to initiate discussion about strategies and appropriate interventions to address such deteriorations.
- To encourage women to recognise, understand and begin to address factors which affect their wellbeing.
- To work in accordance with any service specification or contractual arrangements providing a flexible service which is responsive to individual needs.

#### **b) Teamwork**

- To work as an effective part of the team in ensuring that women receive a high quality and responsive service.
- To use a variety of means of communication effectively.
- To ensure that any matter of concern relating to any of the women is immediately notified to a manager.
- To be involved in team building and planning processes and ensure that any designated responsibilities arising from any action plans are undertaken as required.
- To be proactive in adhering to all health and safety requirements and reporting any matters of concern immediately to a manager.
- To ensure all administrative, recording and reporting requirements are undertaken in an appropriate and timely way.

**c) Personal Requirements**

- To work within a team approach at any Imagine services/sites in the Merseyside area, as reasonably directed.
- To develop appropriate contacts and networks as dictated by individual service requirements.

**5. REQUIREMENTS - All employees are expected to:**

- Act with integrity at all times and with a proactive professional manner.
- Ensure that principles of quality are included in all aspects of work
- Always be responsive to client priorities
- Adhere to all Imagine policies and procedures at all times
- Demonstrate working within the organisations objectives
- Comply with safeguarding, health and safety and any other statutory regulatory requirements
- Undertake any other tasks which may be requested from time to time by the organisation
- Safeguard all organisation property or privileged knowledge.
- Meet targets and objectives as set by the line manager
- Undertake all duties and tasks in an efficient accurate manner resulting in excellent service provision.

**6. TRAINING and DEVELOPMENT**

- Commitment to continuous personal development, participate fully in relevant training and learning
- Attend and participate in staff meetings
- Attend and participate in regular supervision, including reflecting on own practice and an annual personal review
- To contribute to the learning of other staff

**7. EQUAL OPPORTUNITIES**

Imagine aims to provide high quality services to enhance the quality of life of people experiencing disadvantage. In order to fulfil this aim, it operates a policy of equal opportunities to ensure that no client, job applicant, employee, volunteer or carer is discriminated against either directly or indirectly on the grounds of gender, age, race, colour, sexuality, nationality, religion, ethnic or national origin, disability or marital status.

**8. CONFIDENTIALITY:**

In the course of your duties you may have access to confidential information about individuals or about Company business. Under no circumstances must this information be communicated to anyone other than the authorised persons. These may include medical or other professional staff who are involved in the care and treatment of the person. If in doubt refer to the Line Manager

*Please note that this job profile may be amended to meet the needs of the service and does not preclude other tasks as directed by the team leader. Alteration will be discussed in advance with the post holder whose agreement will not be unreasonably withheld. The job description does not form part of your contract of employment.*

Sign: \_\_\_\_\_ Print: \_\_\_\_\_ Date: \_\_\_\_\_

