



**Job descriptions:**      **Mental Health Support Worker**

**Reporting to:**        **Manager/ Deputy Manager**

**Job purposes:**

The post holder will be expected to assist the manager and the other support workers with daily management of the home and to support the resident using a person-centered approach, whilst providing the highest standard of care possible.

**Job-specific outcomes**

- To work with the management and other staff members to ensure that Camelot's residential home provides and maintains the highest level of care and services in accordance with the organisations values, policies, and procedures;
- To be non-judgemental and to promote the rights, independence, choice and self-esteem of the residents and to respect each individuals' views and beliefs;
- To be aware of your responsibilities and when necessary to pass on information and duties to a more qualified person where necessary;
- To discuss with the management, before initiating any task with the residents, which may have a significant impact on their circumstances, well-being and stability, or that will require their care plan or/and risk assessment to be amended;
- To be responsible for the overall security of the residents and for the organisational property whilst on duty;
- To attend and actively participate in all team meetings;
- To follow Health and Safety, including hygiene standards polices and procedures;
- To promote each individual's health and welfare, and communicate with management when it could be compromised, either residents or staff member;
- To follow Care Plan and to encourage and support resident to undertake daily living tasks, giving the appropriate level of assistance;
- To accurately obtain and record information to compile and produce resident care profile folders, regularly monitored and evaluated them.
- To provide the medication to residents after receiving appropriate training, always checking and sign in for medication as given;
- To encourage and support resident to help with shopping, food preparation and cleaning wherever possible;
- To provide nutritious, balanced evening meal for residents while on the evening shift;



- To be aware of and to abide by the Rules, guidelines policies and procedures for Camelot Residential House itself as well as Mind Jersey, and to work within the National Minimum Standards for Residential Care Homes;
- To maintain professional relationships with Resident family and friends, Health Professional and other Agencies;
- To check daily diary and to give provide an advice and support to the Residents as needed to undertake daily tasks as medical appointments etc.

### **General Responsibilities**

- Work in accordance with Mind Jersey's aims, objectives and values and comply with all policies and procedures. Promote equality, diversity, individual rights, and user involvement and ensure safe, fair, and responsible working practices are implemented in relation to health and safety, equal opportunities, and confidentiality policies.
- Promote the work of Mind Jersey and positive understanding, awareness, and attitudes towards mental health.
- Participate in, and actively contribute towards own supervision and training as required. Attend and actively participate in all whole team meetings.
- Be efficient, responsible and maintain a high level of personal organisation. Work flexibly, being prepared to perform other duties commensurate with the role.
- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients, and the general public.
- All employees have a responsibility to prevent abuse and neglect and report concerns.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with current the General Data Protection Requirements (GDPR) and the Data Protection (Jersey) Law 2018.
- In addition to the defined duties, there will be a requirement to carry out any other duties which the Employee may reasonably be called upon to perform.

## **Knowledge and Experience:**

### Essential:

- Regulated Qualifications Framework (RQF) Level 2 or working toward them.
- A good standard of general education, including English and Maths
- Experience of working with people with mental health needs, in a paid or voluntary capacity
- Good team working skills, including listening, constructive feedback, respect and dignity and skill sharing.
- The ability to maintain and monitor accurate recording of attendance, progress, and outcomes.
- The ability to manage time and competing priorities and take responsibility for your own work and accountabilities.
- Demonstrate an understanding of the role and impact of Residents' lives.
- Demonstrate the knowledge, confidence, and skills to work with people with a range of needs.
- Adapt and respond to shifting priorities/tasking needs.
- Proven communication skills and experience in interacting with internal and external stakeholders.
- Reliability, discretion, and trustworthiness are required, as the post holder will have constant access to classified material and personal records.
- Desire to be proactive and create a positive experience for others.
- Demonstrate a solid understanding of the importance of confidentiality, boundaries, and safeguarding.
- Commitment to Mind Jersey's values.
- Willingness to undergo a relevant DBS check if required.
- Willingness to work flexible hours to meet project needs.
- Willing to travel around the Island to meet with Residents.

### Desirable:

- Experience of providing support and/or guidance to people with mental health issues.



- Experience of helping people identify their own goals and the ability to support people in pursuing these.
- Demonstrate an understanding of mental health crisis and suicide prevention.
- Excellent communication and organisational skills, including written and IT, including use of Microsoft Office packages.



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