**Employee Role Description**

**Role Title**: Signposting and Support Worker

**Project Title**: Medway Engagement Group And Network CIC (MEGAN)

**Responsible To**: Executive Directors

**Location**: Medway

Funded by the National Lottery through the Big Lottery Fund.

**Purpose of the Role:**

This role is to offer one-to-one appointments with people who have or have had mental health issues who are experiencing a hardship crisis; supporting with issues around mental health support, debt, housing, welfare benefits, etc. The role is part of a wider partnership called Medway REAP and will include making referrals to partner organisations for more specialised support. Part of the role will also include attending groups and meetings to promote the support available and to represent the service user voice and will involve the collation of statistical information.

**Main Activities / Tasks:**

* One-to-one appointments with individuals who have been referred or made a self-referral
* Listen to the issues being experienced by individuals and offer support, where appropriate, or signpost / refer on for more specialist support
* Complete monitoring information following appointments and ensuring actions are completed
* Attend groups to promote the support available and to hear from service users about specific hardship issues that are being experienced
* Represent the service user voice at relevant meetings and events in relation to hardship issues that are being experienced
* Enter information onto the computer system for monitoring purposes
* Answer the telephone & take messages, signposting where appropriate
* Promote MEGAN CIC services to existing and potential new members and service providers/stakeholders which can include attending events
* To attend Medway REAP Partnership Meetings
* To attend external meetings representing MEGAN CIC, when necessary.

**Training Provision:**

The employee will have the opportunity to access facilitated workshops and any additional training needs will be assessed and training may be provided dependant on funding available.

**Hours of Work:**

The employee will be required to work 8 hours per week on a flexible basis during office hours. Specific times will be arranged on a monthly basis according to the service needs.

**Person Specification**

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| **Requirement** | **Essential** | **Desirable** |
| **Education and Training** | * None, as training will be provided in line with job role
 | * NVQ Level 2 in Information, Advice and Guidance
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| **Skills and Knowledge** | * Have good knowledge and understanding of mental health issues
* Have good knowledge and understanding of hardship issues including debt, housing, welfare benefits and the local support available
* Have good knowledge of local area (Medway) and the services available
* Have clear understanding of Confidentiality and Data Protection
* Have clear understanding of Equality and Diversity
 | * Knowledge of IT (use of laptop, projector and internet)
* Have understanding of Adult Protection (training will be provided)
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| **Experience** | * Have personal experience of or have worked with people with mental health issues or those experiencing a hardship crisis
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| **Personal Attributes** | * Have good communication & listening skills
* Be empathetic
* Be enthusiastic
* Be trustworthy, reliable and hard-working
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| **Skills and Abilities** | * Ability to facilitate and engage people in conversations
* Ability to work on own initiative and as part of a team
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| **Other Special Requirements**  | * Disclosure and Barring Service (DBS) Check will be required upon appointment
 | * Able to work flexible hours
* Driving licence and access to car for work
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