

# Job Description

## Acute Mental Health Practitioner (The Junction)

### Job Details

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| <b>Job Title:</b> | Acute Mental Health Practitioner              |
| <b>Hours:</b>     | 21 - 28 hours per week                        |
| <b>Salary:</b>    | £27,000 per annum (FTE based on 35 hours p/w) |
| <b>Location:</b>  | Swindon                                       |

### Job Purpose

Join a team with a bold mission – at Swindon & Gloucestershire Mind, we are dedicated to reshaping the landscape of mental health and emotional wellbeing in our community. We believe in empowering individuals with opportunities for a richer life.

The Junction is an out of hours service, open 365 evenings a year, to support and assist individuals experiencing a mental health concern. The aim is to alleviate the need for people in the Swindon locality to access A&E acute mental health services and primary care GP services unnecessarily by managing the presenting symptoms/mental health crisis along with the triggers and context for that crisis.

### What You'll Do:

- **Innovation and Empowerment:** Channel your passion into providing evidence-based interventions, elevating the mental health and emotional well-being of the people we serve, while opening doors to life's possibilities.
- **Effective Partnerships:** Ensure effective and appropriate communication with all individuals, staff, community agencies and partner organisations.

### Why Join Us:

- **Impact Matters:** Join a team where your work directly transforms lives and contributes to a healthier community.
- **Personal Growth:** We offer professional development opportunities that will enrich your career and help shape the future of mental health services in Swindon.
- **Collaborative Culture:** Work alongside like-minded individuals who share your passion for making a meaningful impact.

Together, we can build a brighter, healthier future for Swindon. Your leadership can make all the difference.

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#### Key Responsibilities

#### 1. Deliver Person-Centred Support to People Accessing S&G Mind

- Support people using The Junction service to reduce their levels of mental distress.
- Support individuals to improve their own physical and mental wellbeing.
- Recognise and provide support to individuals overcoming barriers to community inclusion.
- To provide flexible support based on individual need and preferences, enabling individuals to make informed decisions and choices.
- Welcome individuals who have been referred to the service; providing a calm environment, ensuring any heightened situations are de-escalated effectively.
- Work in a 121 person centred way to improve individuals physical and mental wellbeing, and creating a clear plan forwards using the 5 ways to Wellbeing model.
- Work collaboratively and sensitively with individuals, with a range of mental health needs to develop skills to manage their own health, in accordance with their personal recovery plan.
- Actively promoting and using approaches which are affirming, build on strengths, identify past positive experience and success.
- Promote the rights of individuals by recognising differences and acting in accordance with the relevant legislation, recognising and reporting discriminatory behaviour, and taking appropriate action.

#### 2. Effective Partnerships and Collaboration

- To maintain and develop professional links with all external agencies, enabling effective signposting
- To promote a person-centred service, building effective communication with all individuals, partnership organisations and others.
- To work closely with care coordinators and other professionals within the NHS Swindon mental health teams, supporting people who have been referred via NHS.
- Work with and support families, carers and significant others who are supporting the person experiencing a mental health crisis.

#### 3. Expertise and Risk Management:

- Effectively manage risk and supporting positive risk taking.
- Conduct investigations in line with relevant policies.

#### 4. KPI's and Data Excellence

- To effectively record and evidence outcomes.
- To meet a number of wellbeing plans set as monthly targets by manager.
- To meet a number of reviews set as monthly targets by manager.
- Collect relevant data for performance tracking and reporting.
- Maintain accurate, confidential records using electronic systems.

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#### General Responsibilities

The following are applicable to all employees and posts:

##### **1. Guardian of Confidentiality:**

Safeguard the privacy and trust of individuals by maintaining meticulous, accurate records and adhering to data protection procedures.

##### **2. Collaborative Data Excellence:**

Work harmoniously with colleagues to ensure that our internal systems run smoothly, from record-keeping to GDPR compliance, enabling us to operate seamlessly and securely.

##### **3. Data Mastery and Reporting:**

Fulfil general administrative duties, skilfully collecting, monitoring, and reporting data outcomes. Ensure our ICT systems and data recording practices align with the organisation's policies and procedures.

##### **4. Safe and Sound:**

Ensure strict compliance with legal and health and safety regulations, guaranteeing the well-being of our team and the people we serve, in accordance with our health and safety policy.

##### **5. Championing Our Cause:**

Establish connections with relevant statutory and third-sector organisations, extending our reach and promoting our services to high-risk groups. Be a vital link in building relationships and expanding our service offering.

##### **6. Be the Voice of Policy and Procedure:**

Stay up to date with legislation, national and local policies, and ensure that your work aligns with the organisation's policies and procedures, current legislation, and quality standards.

##### **7. Lifelong Learning and Positive Culture:**

Contribute to a team that thrives on positivity, dynamism, and a can-do attitude, making our organisation a remarkable place to grow and contribute.

##### **8. Effective Communication and Awareness:**

Attend and actively participate in regular team meetings, ensuring that our collective communication is strong, and awareness of our progress and development is maintained.

##### **9. Continuous Professional Growth:**

Be proactive in your professional development. Attend and engage in staff meetings, supervision, appraisal sessions, and training opportunities as agreed upon with your line manager.

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#### 10. Collaborative Leadership:

Work closely with the Management and Senior Leadership Team (SLT) to steer our organisation toward success.

#### 11. Advocate for Wellbeing:

Promote the 5 Ways to Wellbeing Model as an integral part of our support offer, contributing to the holistic well-being of those we serve.

#### 12. Expert Risk Assessment:

Utilise the UK Mental Health Triage Scale (UK MHTS) for thorough risk assessments, ensuring that we provide the best support and care to individuals in need.

Join our team and become an essential part of our mission, contributing to the well-being of our community while enjoying a supportive, dynamic, and growth-focused environment. Your work will make a tangible difference in the lives of those we serve.

## Person Specification

Our duty to quality means we need a workforce that have the mandatory skills, knowledge and attitudes, in which we can continuously adapt to improve service delivery to meet the challenges and changes faced.

*\*Essential (E) or Desirable (D)*

#### 1. Passionate Service Advocate:

- We are seeking individuals who are passionate about delivering quality services and are dedicated to continuously adapting to meet the evolving challenges and changes in the field (E).

#### 2. Valuable Experience:

- Relevant experience of working in any health, social care, or any related voluntary organisation setting (E)
- An understanding and working knowledge of various mental health conditions. (E)

#### 3. Skills and Abilities:

- An understanding of a range of skills and interventions linked to wellbeing and recovery practice e.g. counselling, community signposting etc and their role in supporting recovery and resilience.
- Willingness to support people with a range of needs to meet their recovery goals.
- Understanding of the issues and concerns of individuals with mental health needs. (E)
- Knowledge and commitment to people accessing our services rights. (E)
- Understanding of the impact of stigma and discrimination. (E)
- Knowledge of local policies in respect of safeguarding. (E)
- Able to demonstrate a broad understanding of the concept of confidentiality. (E)
- Willingness to take part in activities which support team working. (E)
- Able to demonstrate an appreciation of equal opportunities/diversity issues. (E)

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- Able to manage stress and to plan and prioritise workload. (E)
- Well-developed IT skills including competent use of Microsoft Office and the use of electronic record keeping systems. (E)
- Excellent communication skills and the ability to develop relationships with professionals, stakeholders and people accessing the service (E)

#### 4. Knowledge:

- Demonstrable knowledge and experience of working with people with mental health problems, including crisis. (E)
- Demonstrates a good understanding of recovery principles and the role of mental health services in the delivery of care (E)
- Demonstrate well-developed listening skills and effective verbal communication skills, such as being able to engage appropriately with people, carers, colleagues, statutory and voluntary agencies, both face to face and by telephone. (D)
- Understanding of General Data Protection Regulations (GDPR) and confidentiality (E).

#### 5. Education/Qualifications:

- Trained in an allied field such as counselling, mediation, advocacy or social work. (D)

#### 6. Positive Attitudes:

- A commitment to working within a framework that recognises the diversity of people and encourages equality and opportunity for all. (E)
- A commitment to the participation of people accessing our services in decision-making processes in the design and delivery of the services they access. (E)
- A commitment to ongoing personal development training (E)
- A commitment to the purpose, vision, mission and value of the organisation. (E)

#### 7. General:

- Ability to travel to venues across Swindon and Gloucestershire (D).  
A flexible approach to work (E).

## Organisational Values

Swindon and Gloucestershire Mind have a set of values, vision and mission all of which feeds into the organisation's behavioural framework.

### Our Values:

Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.

### Our Vision:

Creating services where people are recognised, valued and supported.

### Our Mission:

Provide advice and support to empower anyone experiencing a mental health problem.

We are seeking someone who will lead by example, demonstrating the organisation's behavioural framework:

- Trust and Respect

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- Communication
- Responsibility
- Collaboration
- Excellence
- Leadership

## Training and Support

### 1. Investing in Your Future:

We believe that your growth is our growth. Our commitment to training and development is an essential investment in your future and our organisation's success. Well-planned and expertly delivered training enhances efficiency and effectiveness, benefiting both you and the services we provide.

### 2. Generous Annual Leave:

Enjoy a healthy work-life balance with 25 days of annual leave, plus an additional 8 days of bank holiday entitlement (pro rata for part-time staff). Your time to rest and recharge is important to us.

### 3. Embracing Flexibility:

We understand that one size doesn't fit all. We offer flexible working arrangements, which may involve a mix of office-based, community outreach, remote work, and adjustable shifts as needed. Your preferences matter.

### 4. Personalised Support and Growth:

Benefit from personalised group and individual supervision, including regular debrief meetings with your line manager. Our flexible approach ensures you have the support you need to thrive in your role, with online or alternating venue options between Swindon and Gloucestershire.

### 5. Comprehensive Induction:

You'll receive a comprehensive induction tailored to your job role and working environment. This includes a specific training program that aligns with your role and service area, ensuring a smooth and informed transition into your new position.

### 6. Lifelong Learning and Accreditation:

We're dedicated to your professional development. You'll have access to ongoing learning opportunities, including accredited Continuous Professional Development (CPD) training and recognised mental health courses. Your skills will continue to grow throughout your career with us.

### 7. Secure Your Future:

Plan for a secure future with our portable pension scheme provided by Aviva. We're committed to helping you build financial stability and peace of mind.

### 8. Make a Meaningful Impact:

Join us and make a real difference in your local community. Collaborate closely with our external partners to shape our organisation, contribute to our policies, strategies, and

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future development. Your work will directly impact those who are struggling with their mental health and well-being.

At S&G Mind, training and development are more than just words. They're a commitment to your growth, well-being, and the opportunity to contribute meaningfully to our community. Join us and be part of a team that cares about your success as much as its own.

### Further Information

These duties are intended to be a guide to the post\* and should not be considered exhaustive. The role is subject to review, depending on the needs of Swindon and Gloucestershire Mind. The post holder will be encouraged to participate in any such review.

*\*Hours may change depending on the need i.e., covering absence, annual leave and sickness and will be reviewed regularly during supervision.*

### Conditions of Employment

New employees will be subject to a six-month probationary period and will be subject to an enhanced Disclosure and Barring Service (DBS) check and references.

To apply, please check our website:  
<https://www.sgmind.org.uk/vacancies/>

For any enquiries or questions, please email:  
[recruitment@sgmind.org.uk](mailto:recruitment@sgmind.org.uk)