

## Job Description

<b>Job Title:</b>	1 Punjabi Speaking Mental Health Support Worker (18.5 hrs per week) 1 Bangla speaking Mental Health Support Worker (18.5 hrs per week)
<b>Salary:</b>	£21,268 per rata
<b>Hours:</b>	37 hours per week (Job Share)
<b>Responsible to:</b>	Service Manager
<b>Disclosure:</b>	The successful applicant will be required to have an enhanced Disclosure and Barring Service check (Working with Vulnerable Adults and children)
<b>Exemption:</b>	We are claiming an exemption to the Sex Discrimination Act 1975 Section 7 (2) (E) in respect of Personal Welfare and Counselling and under the Race Relations Act 1976 section 5 (2) (D)

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### MENTAL HEALTH SUPPORT WORKER Introduction to Roshni Ghar

- Roshni Ghar provides a culturally appropriate service to support the mental health needs of ethnic minority women in the Airedale area of Bradford Metropolitan District.
- We utilise a service user informed approach that promotes recovery, well-being and recovery through participation, inclusion, and choice.
- We help to tackle inequalities and promote equality and diversity in partner organisations.
- We strive to continuously adapt and improve services to ensure they continue to meet the needs of the community served.

#### Our core services include:

- We provide culturally and spiritually sensitive support for ethnic minority women experiencing mental and emotional distress, empowering them to engage more responsively with mainstream and other relevant services where they may experience barriers.
- We do this through 1 to 1 key working, group work, including peer group support, promoting a better understanding of mental distress and mental health promotion and illness prevention, signposting and working with other services to promote the equality and diversity agenda.
- We support and enable an active service user voice not only in developing our own services, but also in service development for other health and social care organisations.

- We encourage social inclusion and promote access to educational and vocational opportunities
- We also provide a safe space for women to explore issues relevant to their mental health and well-being.

**Key Tasks and responsibilities:**

- The Mental Health Support Worker's role is to help and support women from the South Asian community who are experiencing mental ill health, or at risk of developing mental illness.
- To offer 1:1 emotional support, and help run and supervise support groups to deliver a range of support programs for women from the South Asian community living in and around Keighley, who are experience mental ill health.
- To plan, deliver and oversee the running of mental health support groups at Roshni and in other community settings in and around Keighley.
- To work in ways to promote the inclusion and participation of service users in the various groups and sessions held at Roshni Ghar and in community settings.
- To promote and enhance the quality of service provision for women who access support from Roshni Ghar.
- Identify, contact and recruit potential service users.
- Deliver Mental Health and wellbeing awareness sessions using a holistic approach.
- To deliver support groups in community settings and carry out outreach work.
- Help to build resilience by working with women to understand trigger signs of a relapse in relation to their mental health and wellbeing.
- Deliver and oversee the running of support groups at Roshni Ghar, and help with the delivery of a range of support group sessions in other community settings.
- Using the community engagement model, help facilitate meetings, events and support groups aimed at helping women to develop capacity to address issues around mental health and wellbeing. You will ensure that timely interventions are put in place to help and support these women.
- To organise and co-ordinate therapeutic activities, encourage and support women to participate in the activities, both at Roshni Ghar and in community settings.
- Plan, organise and co-ordinate your own time and workload.

**Promoting Wellbeing:**

- To inform women about support systems and networks available to them and how to access them.
- Encourage and support women to better manage their health and well-being and promoting self-care. Deliver Mental Health and wellbeing awareness sessions.
- To help, support, encourage and empower South Asian women during their mental health recovery period. Help build resilience by supporting women to understand trigger signs of mental health.
- You will highlight contributing factors to poor mental health and wellbeing and how best to address them. Promote and encourage self-care and early intervention thinking. You will encourage and support Women from the South Asian community to be mindful of their health and wellbeing and access help and support in a timely manner.

**Challenging Discrimination:**

- You will work to challenge stigma around mental health and encourage women to seek help and support at the earliest opportunity.
- Promote good working practice, to work in a non-discriminatory, actively promoting anti discriminatory practices in relation to clients and colleagues in all aspects of your work.

**Partnership working:**

- To encourage women to engage in services at Roshni Ghar and with partner organisation in relation to their mental health and emotional wellbeing needs.
- To help develop safe spaces, support groups and initiatives that will encourage South Asian women to seek help and support in relation to their mental health and wellbeing.
- To liaise with colleagues and key named professionals involved in the wellbeing of the women we work with.
- Support integrated working, focusing on early intervention, recovery support and prevention work with a range of partners to develop shared responses.
- Make Referrals to other specialist service providers following Roshni Ghar's procedures, ensuring appropriate support is provided that meets the needs of the service users.
- Promote inter-agency working, liaising between service users, Roshni Ghar staff and key partner organisations.

**Supervision and Guidance:**

- Deliver a range of informal training programs on mental health and wellbeing.
- Offer help, information and signposting support services to women - focusing on mental health and wellbeing.
- Carry out agreed administrative duties in relation to the role and under the direction of the Manager.
- Carry out community development work, promoting the work of Roshni Ghar and this project across Keighley, including community engagement work, attending meetings, events and consultations relevant to the role.

**Monitoring and Evaluation:**

- To keep accurate records using Roshni Ghar's recording systems and monitor and document participant's attendance, development and progress at group support sessions.

**Health & Safety:**

- Adhere to Roshni Ghar policies, procedure, protocols and codes of conduct in all aspects of your work.
- Understand the importance of keeping women safe. Report any safeguarding issues to the Manager.

**Language and communication skills:**

- To be able to communicate effectively verbally and in written communication, using clear English.
- To also be able to communicate in either Urdu/Punjabi and/or Bangla.

**Other duties:**

- To carry out such duties, as may be assigned by the Manager.
- Assist with the general day to day running of Roshni Ghar.
- Be willing to undertake further training to meet the job requirements.

### Mental Health Support Worker: Personnel Specification

	Knowledge and Experience	Essential	Desirable
1.	Educated to degree level/or a relevant professional recognized qualification in Mental Health/or Substantial relevant work experience.	X	
2.	Relevant professional qualification.		X
3.	Evidence of a minimum of 2 year's paid/unpaid experience in: <ul style="list-style-type: none"> <li>Community work around helping and supporting vulnerable people in various settings.</li> <li>Providing 1:1 support to vulnerable individuals from the South Asian community.</li> <li>Delivering group work support to South Asian women aimed at improving health &amp; wellbeing.</li> </ul>	X	
4.	An understanding of the needs of BME (South Asian) women affected by mental illness.		X
	Good Communication skills: <ul style="list-style-type: none"> <li>written and spoken English.</li> <li>good listening skills.</li> <li>proficient in ICT</li> </ul>	X	
5.	Be fluent in Urdu/Punjabi and/or Bangla language.	X	
6.	Familiar with policies and procedures: <ul style="list-style-type: none"> <li>confidentiality</li> <li>safeguarding</li> <li>health &amp; safety</li> <li>equality and diversity</li> <li>mental health act</li> <li>data protection</li> </ul>	X	
7.	Experience of outreach work	X	
8.	Knowledge and understanding of spiritual and cultural needs of women from the South Asian community.		X
9.	Experience of supporting women from the South Asian community affected by mental illness.		X
10.	Good time management.	X	
11.	Teamwork ethic	X	

12.	Have an understanding of Mental Health & Wellbeing and associated factors.	X	
13.	Experience of community development work		X
14.	An understanding of mental health & wellbeing	X	
15.	Experience of Evaluating and Monitoring	X	
16.	Experience of writing reports	X	
17.	Experience of planning and delivering group work	X	

**Please Note:** Whilst every

endeavour has been made to outline all the duties and responsibilities of the post, every item may not be specified in detail. Broad headings, therefore, may have been used, in which case all the usual associated routines are naturally included in the job description.

Officers should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform, these will be taken into account when the post is reviewed.

### **Roshni Ghar Mental Health Support Worker**

**Note to Applicant:** When completing your application form, you should demonstrate/evidence the extent to which you have the necessary education, skills, knowledge and experience as required by the application criteria for this post.

Roshni Ghar reserves the right to only short-list those applicants who can clearly demonstrate by providing personal and specific examples of the listed criteria:

One or all of these desirable criteria may be used to shortlist applicants.

Applicants must have, as at the closing date for receipt of application forms:

### **Important**

Please read the questions carefully and provide full and clear detailed answers to each of the questions.

### **Vetting**

Appointment to this post is subject to a successful DBS check, applicant declaring all pending prosecutions, convictions, cautions and bind-over orders and their name will be submitted for a DBS check to be carried out.

### **References**

Appointment is also subject to the return of Complete and satisfied references obtained from previous, or present employers