Job Profile

Role:	Mental Health Support Worker
Reports to:	Service Manager Service Coordinator
Budgetary Responsibilities:	None
Budgetary Influence:	None

Job Purpose:

To provide high-quality, person-centred and trauma-informed mental health support that promotes independence, wellbeing, recovery and inclusion.

To empower people with mental health needs to make choices, develop skills and achieve personal goals, in line with their support plans and the organisation's values.

This role delivers mental health support under guidance, contributing to safe, effective and recovery-focused care.

Accountabilities:

- To support people to manage their mental health, develop coping strategies and work towards personal recovery goals.
- To assist individuals with daily living skills, including self-care, budgeting, household tasks and social interaction.
- To encourage participation in meaningful activities that promote confidence, purpose and community connection.
- To deliver support using person-centred and trauma-informed approaches, recognising individual needs and lived experience.
- To contribute to the development, implementation and review of support plans and risk assessments, ensuring they are recovery-focused and promote positive risk-taking.
- To monitor mental, emotional and physical wellbeing, recognising changes and escalating concerns appropriately.
- To maintain accurate and timely records, including daily notes, risk assessments, incident reports and progress updates using digital systems where required.
- To work collaboratively with families, clinicians, social workers, housing providers and other professionals, contributing to integrated care.

- To support individuals to build and maintain relationships and access community opportunities, reducing isolation.
- To advocate for the rights, choices and inclusion of the people we support.
- To administer or support the administration of medication in line with training and organisational policy.
- To assist with specialist interventions as outlined in support plans (e.g. wellbeing strategies, behavioural approaches).
- To work independently and as part of a team, including lone working where required.
- To follow all policies, procedures, safeguarding requirements and safe systems of work.
- To promote equality, diversity, inclusion and confidentiality in all aspects of work.
- To facilitate effective handover to colleagues, including to agency workers, and to plan and prioritise own work schedule based on information received from others.
- To take responsibility for safeguarding people you support, engaging positively with external bodies such as the Safeguarding Authorities or the Police and raising any concerns with your line manager or in their absence the appropriate senior/ on call manager.
- To communicate effectively with stakeholders including professionals and family members, as agreed, and to build positive relationships.
- To attend team briefings and meetings regularly and contribute in a positive manner.
- To promote the privacy, dignity and rights, health and wellbeing of the people we support and respect individuals' right to confidentiality.
- To undertake required assessments and training, including updates, as well as other learning opportunities (formal and informal) to continue to increase your skills and abilities.
- To advocate on behalf of the people we support, promoting each person's right to live the life they choose and acting in their best interest as laid out within the Mental Capacity Act (2000) where required.
- To promote safeguarding, equality, diversity and inclusion and ensure adherence to organisational policies.
- Ensure that all processes and systems, existing or planned, comply with Milestones Trust policies and procedures.
- To work in line with our data protection and data security policies and procedures, ensuring these are followed at all times, including the responsibility to raise any concerns about the processing of personal data with the Data Protection Officer / Caldicott Guardian.
- To undertake other duties as required which are commensurate with the role.

Person Specification

	Essential	Desirable/Ideal
Qualifications	Educated to GCSE Level 4-9/A-C or equivalent in Maths and English or equivalent, or ability to pass relevant assessments.	Level 2 Diploma in Social Care
Skills & Abilities	Ability to communicate effectively (written and verbal) with a wide range of people and adapt communication to individual needs. Empathy, resilience, patience and ability to build supportive relationships. Ability to remain calm under pressure and respond appropriately to challenging situations. Ability to organise workload, identify priorities and solve day-to-day problems. Ability to work within guidelines set by others and recognise when to escalate. Ability to record information accurately and use IT systems. Understanding of safeguarding, equality, diversity and inclusion. Commitment to organisational values and behaviour norms.	
Experience	Experience supporting individuals with mental health needs or in a care/support environment (paid or voluntary). Experience of teamwork.	Experience of working with complex mental health or behaviours that challenge
Other	Caring, dependable, patient and respectful approach. Commitment to confidentiality. Willingness to be flexible, adaptable and responsive to change. Willingness to work evenings, weekends and bank holidays as required. Commitment to training, supervision and continuous development.	