



The Mental Health Service for our Community

Job description

Job title	Duty Worker
Contract	Permanent
Hours	Full time (Monday to Friday)
Salary	Commensurate with qualifications and experience
Service setting	Across Jami resources
Responsible to	Senior Social Worker

Organisation

Jami was established in 1989 by parents, relatives and friends of people who experienced mental health difficulties. In 2013 Jami became responsible for the community's non-residential mental health provision, creating a single mental health service for the Jewish community.

Summary

Acting as the initial point of contact with Jami services you will provide the highest standards of initial assessment, support and guidance to people who contact Jami either to refer or seek information. Contact may come from people using mental health services, carers, NHS practitioners and other voluntary organisations.

You will use your expert knowledge and excellent communication skills to determine the reasons why people are contacting Jami and signpost to Jami services, other organisations and provider services. You will build effective liaison and partnership relationships with statutory and voluntary sector organisations increasing your knowledge of services available in the wider community whilst increasing the community's knowledge of Jami.

Duties and responsibilities

1. Work as a full and effective member of the Jami staff team
2. Act as the initial point of contact with Jami services

3. Work in collaboration with the Jami Recovery Action Group to establish a robust recovery focused initial assessment pathway that identifies people's needs and signposts in the right direction
4. Provide initial assessment, support and guidance to people who contact Jami
5. Conduct full/comprehensive initial assessments as required face to face or over the phone
6. Hold people on the duty system whilst awaiting allocation and keep them engaged during pre-allocation period.
7. Respond to all referrals and enquiries in a timely manner in accordance with agreed duty standards usually on the telephone but working flexibly to include face to face appointments when necessary
8. Record all assessments and enquiry contacts in Jami's contact management system
9. Check the contact management system to establish whether callers are already known and/or open on the system
10. Offer support and advice to people calling with enquiries.
11. Forward all Jami referrals to the relevant service manager and/or signpost to the most appropriate community resource
12. Working together with the Fundraising and Marketing Team promote Jami in the wider community
13. Establish effective communication and liaison with other services, organisations and statutory, private and voluntary agencies to ensure people are signposted to the right service in a timely manner
14. Attend mental health network meetings and establish working links with other organisations.
15. Represent and positively promote the work of Jami Services across organisations
16. Actively participate in the supervision process
17. Maintain own CPD portfolio

PERSON SPECIFICATION

Training and Qualifications

Essential	Desirable
<ul style="list-style-type: none">• Relevant professional qualification e.g. Occupational Therapy, Social Work, Clinical Psychology, Mental Health Nursing• HCPC/NMC Registered• Evidence of commitment to continuing professional development	

Experience

Essential	Desirable
<ul style="list-style-type: none">• Demonstrate substantial post registration experience working in front line adult mental health services• Substantial experience undertaking needs assessments• Experience working in a multi skilled setting• Experience of working autonomously	

Knowledge and skills

Essential	Desirable
<ul style="list-style-type: none">• Demonstrate professional skills and theoretical knowledge when supporting people with mental health difficulties• Excellent assessment skills• Demonstrate a developed understanding of recovery principles	<ul style="list-style-type: none">• Local knowledge of community resources and facilities• Experience and knowledge of the Jewish community

<ul style="list-style-type: none"> • Demonstrate an understanding of the support needs of carers • Able to articulate understanding of relevant legislation including The Care Act, Safeguarding, Mental Health Act, Mental Capacity Act • Excellent written and verbal communication skills • Good organisational and time management skills • Ability to interact with staff of all disciplines and work as part of a multi skilled team • Ability to form good working relationships with people who have mental health problems • Good IT skills • Ability to establish local links with a range of relevant statutory and non-statutory organisations 	
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Other

Essential	Desirable
<ul style="list-style-type: none"> • Willingness to engage with the supervision process • Enthusiasm, commitment, reliability • Willingness to work flexible hours • Willingness to adhere to service policies, procedures and philosophy 	

Policies and procedures

- The post holder will be expected, at all times, to be familiar and comply with the written policies, procedures and guidelines of Jami
- Ensure that Jami Health and Safety Policy and Procedures are always adhered to

Flexibility

To deliver services effectively, a degree of flexibility is needed, and all post-holders may be required to perform work not specifically referred to above. Such duties will fall within the general scope of the job description. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

Disclosure of criminal background

All employees are checked with the Disclosure Barring Service.

If it is a requirement of the post that an enhanced check is undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place.

Having a criminal record will not necessarily bar you from working with Jami. This will depend on the nature of the position and the circumstances and background of offences.

Please note applicants refusing to sign the form will not be progressed further.

Confidentiality

All information relating to service users, volunteers and staff gained through your employment with Jami is confidential. Any disclosure to any unauthorised person is a serious disciplinary offence.

For more information and how to apply go to www.jamiuk.org

For further details/informal visit please contact **Tanya Harris** on 020 8458 2223 or email tanya.harris@jamiuk.org

Closing date for applications **midnight 31st March 2019**