



The Mental Health Service for our Community

Job description

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|------------------------|--|
| Job title | Community Support & Hubs Telephone Support |
| Contract | temporary |
| Hours | Up to 20 hours p/w |
| Salary | £20,265.02 pro rata |
| Service setting | Work from home |

Organisation

Jami is a mental health charity committed to providing practical and emotional support to the Jewish community, delivering services that educate, support and facilitate recovery. Jami help people with mental illness build resilience, achieve their goals and have control over their life through Community Hubs and outreach; education and training; and bespoke recovery support plans.

Job purpose

In response to the continued pandemic, we are looking to provide additional contact for service users struggling with their mental health through regular check in phone calls/Zoom calls.

Key relationships

- Work closely with service users we have identified need regular check-ins to support their mental health
- Liaise closely with other members of the staffing team including social workers, occupational therapists and peer support workers

Principal accountabilities/responsibilities

1. To deliver telephone support to people using Jami services
2. To work as part of a multi skilled team to deliver a recovery focused mental health service.
3. Build positive and supportive relationships with service users
4. Ensure confidentiality of the service and that the service users are respected at all times
5. Maintain clear, accurate individual records using Apricot database system
6. Work within Health and Safety guidelines, with reference to the Lone Worker Policy and individual risk assessments
7. Compliance with the Equality Act, and Health and Safety legislation
8. Attend regular supervision with named supervisor
9. Participate in the organisation's appraisal process
10. Ensure that all activities are operated in a way which is consistent with the values of Jami and the Jewish community it serves.
11. Carry out any other reasonable duties as requested by your line manager or another designated senior manager

Training and Qualifications

| Essential | Desirable |
|---|--|
| <ul style="list-style-type: none">• Experience providing support via phone, zoom or in-person to people struggling with their mental health | <ul style="list-style-type: none">• Mental Health First Aid• Experience on a phone support line |

Knowledge and Experience

| Essential | Desirable |
|---|---|
| <ul style="list-style-type: none">• Good IT skills• Ability to use and understand IT including Microsoft Office, Internet and Zoom• Ability to work independently• Ability to lone work from home• Knowledge of equal opportunities• Ability to manage challenging situations• Ability to engage & support people with mental health problems | <ul style="list-style-type: none">• Experience and knowledge of the Jewish community• Personal experience of using mental health services and/or mental health problems, distress or trauma. |

Communication skills

| Essential | Desirable |
|--|-----------|
| <ul style="list-style-type: none">• Good verbal & written communication skills | |

Personal Qualities

| Essential | Desirable |
|---|-----------|
| <ul style="list-style-type: none">• Self-motivation• Professional integrity• Time management skills• Ability to manage personal stress | |

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.

Equality and Diversity

Jami is proud to be an equal opportunity workplace. We recognise and promote, the positive value of diversity, equality and challenge discrimination. We welcome and encourage job applications from people of all backgrounds.

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 further details please contact **Lauren Turk** at lauren.turk@jamiuk.org

To apply for the role, please send your CV and covering letter to recruitment@jamiuk.org

- Closing date for applications **4th March 2021**
- Interviews are likely to take place week commencing Monday 8th March via Zoom