

Mental Health Practitioner

Mental Health Support Service

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

If you come and work with us, you'll join colleagues who are proud of, and passionate about their work & our customers, who pull together as a team and who make an impressive difference in the lives of older people every day.

What you'll be a part of

Joining a thriving organisation, you'll be part of a team of around 240 Colleagues and 110 Volunteers who deliver services such as Integrated Care, Information & Advice, Home Help, Hospital Aftercare, Digital Inclusion and Retail. We'll ask you for your opinions and create opportunities for you to get involved in shaping what we do and how we do it. Working as part of the General Management Team, you will work collaboratively with the wider networks across the organisation.

The Mental Health Support Service (Older Adults) is delivered in East Lancashire, supporting approximately 150 individuals through community-based Support Groups, specifically aimed at improving the outcomes of older people living with a mental health (MH) condition.

Individuals using the service will benefit from access to local support, on a drop-in basis. The groups provide a safe space where those living with a MH condition can seek practical advice, emotional support and opportunities to connect with others and enjoy therapeutic activities to enable them to continue managing their condition independently.

The MH Practitioners will also play an important role in raising awareness of Mental Health conditions within the wider organisation.

The Job

As MH Practitioner you will collaborate with the Integrated Care Service Manager in developing a range of place-based support options for individuals using the service. Your goal is to provide an inclusive and accessible community-based MH Support offer, which supports the Community Mental Health Pathways.

Partnering with another Practitioner, your primary responsibility is to facilitate Support Groups that enable older individuals to manage their condition as independently as possible.

You will develop content and deliver bite size training sessions for staff to raise awareness of MH Conditions which affect older adults. You will manage a small caseload of clients, signposting to services and opportunities to support their personal recovery.



Employee Quote

*"I think the
culture at AUKL is
very good,
everyone is happy
to help and able
to have
constructive
conversations"*

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You will be responsible for guiding and supervising Service Users attending support groups, supporting them to identify and achieve personal goals and identifying and navigating barriers to this.

Developing training content and delivering sessions to help front line staff identify and better understand MH support needs of their service users will form part of your routine.

Partnering with a colleague, you'll be responsible for facilitating safe and effective group sessions for individuals living with a range of mental health conditions. You'll record group activity and attendance data using digital platforms. Conducting service user baseline and final assessments and recording results is a key part of your role, enabling accurate monitoring of participant progression and outcomes.

Effective communication with various stakeholders is key. You'll work closely with another Practitioner, AUKL's teams, community MH teams and health and social care professionals to maintain effective referral pathways.

You'll proactively engage in CPD and activities which ensure knowledge and skills are up to date, and which support you to maintain effectiveness in your role and management of self.

Key Relationships & Stakeholders

- ✓ Service Manager and Head of Service
- ✓ Local Primary Healthcare and MH Professionals
- ✓ Age UK Lancashire staff
- ✓ Service users and families

What we are looking for

Alongside your professional qualification and **demonstrable experience and knowledge** of supporting people in mental health settings, your experience of working in community-based group environments has equipped you with **effective assessment and communication skills**.

Demonstrating your **strong organisational skills** you will plan, coordinate and deliver regular drop-in groups for service users and using your **subject knowledge**, a series relevant of training sessions for staff.

You will maintain a small caseload, making **client-focused, person-centred** decisions. Experience in promoting independence, health, wellbeing, and social inclusion is highly valued whilst maintaining a strong understanding and **empathy** for the issues affecting older people.

Managing **health and safety** protocols, lone working procedures, and **risk assessment** processes is crucial.

Annual leave: 25 days rising to 30 with length of service + bank holidays (pro-rata for part time employees)

Driving: To be successful you will require a full driving licence and access to a suitable car

DBS: Dependant on your role you may be required to have an enhanced or basic DBS check and all the associated costs will be met by the employee.

This job description is not intended to be exhaustive. You will be required to help your team out from time to time, this may not be your usual day to day tasks however a flexible attitude is needed to ensure a smooth running of our service.

