

## **JOB DESCRIPTION**

**JOB TITLE:** Senior Support Worker

**JOB PURPOSE:** To oversee the Measham Neighbourhood Mental Health Cafés and provide a welcoming and supportive place for people who use the service.

**ACCOUNTABLE TO:** Head of Dementia & Mental Health Services

**SUPERVISED BY:** Head of Dementia & Mental Health Services

### **DUTIES AND RESPONSIBILITIES**

Oversee the delivery of a Café service that will support individuals with their mental health in order to prevent or reduce a crisis.

Oversee and support team members to deliver an effective service.

Work with colleagues from both the statutory and voluntary sector to ensure that people have access to other sources of support.

To support people through providing coaching, guidance and support.

Facilitate the delivery of group and one to one support.

Signpost people to other sources of support and information.

Ensure that the Café team work with people using the service to produce support plans that include person centred targets and outcomes.

Maintain accurate records including assessments, sessional records, feedback for people using the service and support plans.

Ensure that procedures are in place to support the effective operation of the café, including maintenance and stock management.

### **Training and Development**

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

### **Health and Safety**

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

## Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

**This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.**

Signed: \_\_\_\_\_

Date \_\_\_\_\_

Please print name: \_\_\_\_\_