



NEWPORT MIND

JOB DESCRIPTION

TITLE: Information, Advice and Assistance Worker

RESPONSIBLE TO: To Be Confirmed

GRADE: NJC Pt. 19 £18,746

HOURS: 17 Hours

PURPOSE OF POST:

To provide Information, Advice and Assistance (IAA) services to people with mental health problems which offer information and advice relating to accessing care and support:

Information - prompt and accurate information to enable an individual to make an informed choice about their wellbeing.

Advice – working jointly with the individual to discuss what is important to them and what they want to achieve; considering options and reaching agreement on the way forward through a proportionate assessment.

Assistance – ensuring action is taken that will assist the individual to access appropriate care and support, or support in the case of a carer.

PRINCIPAL RESPONSIBILITIES:

1. Provide an Information, Advice and Assistance (IAA) service that complies with relevant legislation, particularly;
 - Social Services and Wellbeing (Wales) Act 2014 (including Codes of Practice)
 - Regulation and Inspection (Wales) Act 2016
 - Mental Health Act 1983
2. Provide an Information, Advice and Assistance (IAA) service that
 - ensures that Citizens are treated with dignity and respect
 - ensures Citizens and their families are listened to, communicated with and consulted
 - supports Citizens to maintain their independence
 - ensures Citizens are safeguarded from any abuse

- ensures any appropriate outcome as defined in the National Outcomes Framework accompanying the Social Services and Well Being (Wales) Act are met
3. Promote early detection and early resolution, so that concerns and problems are put right quickly and effectively.
 4. Support individuals to achieve the following two outcome statements:
 - Well-being - I know and understand what care, support and opportunities are available to me and I get the help I need, when I need it, in the way I want it; securing rights and entitlements
 - My rights are respected, I have voice and control, I am involved in making decisions that affect my life, my individual circumstances are considered, I can speak for myself or have someone who can do it for me and I get care through the Welsh language if I need it.
 5. Contribute towards preventing or delaying the development of people's needs for care and support.
 6. Help reduce the needs for care and support of people who have such needs.
 7. Work to minimise the effect on disabled people of their disabilities.
 8. Enable an individual to make plans to meet their care and support needs or a carer to meet their support needs now and in the future;
 9. Provide information on how the care and support system operates (including the range of preventative services), both locally and across Wales
 10. Provide information on how individuals can gain access to these services and support mechanisms;
 11. Provide information on how individuals can raise concerns about themselves or others who appear to have a need for care and support, or support in the case of a carer.
 12. Provide IAA on
 - Housing related issues e.g. getting help at home, residential/nursing care, grants, housing adaptations, repairs, access to accommodation, prevention of homelessness etc.
 - Financial Information e.g. benefits, direct payments, money issues etc.
 - Citizens' rights, entitlements and available support
 - The range of support, preventative and advocacy services available across the ABUHB area
 13. Support people e.g. to complete paperwork such as benefit claim forms.

EXPECTATIONS

1. Maintain confidentiality at all times
2. To attend and contribute to the Newport Mind supervision and appraisal process and any such processes agreed with the Gwent Mental Health Alliance (GMHA).
3. To attend, and contribute to, Newport Mind team meetings and annual planning meetings and other meetings, including GMHA meetings, as necessary.
4. To attend and contribute to Newport Mind and GMHA staff training as required.
5. To abide by all of Newport Mind's and appropriate GMHA policies.
6. To contribute to a positive and supportive working environment.
7. To contribute to making Newport Mind a greener workplace.
8. To uphold the values of Newport Mind and GMHA and be a champion for Newport Mind and GMHA at all times.
9. To support and contribute to our overall aim of the participation of people with experience of mental health problems, including within Newport Mind and GMHA and to be committed to working alongside people with experience of mental health problems, as colleagues, (paid & unpaid) experts and campaigners.
10. The post is based at Newport Mind and is part of a Aneurin Bevan University Health Board wide service provided by GMHA and at times the post holder may be required to provide services at weekends, in the evenings and on call as well as from venues of partner or community organisations, as well as to provide cover for other staff and services across Aneurin Bevan University Health Board area.

Disclosure and Barring Service Check

Due to the nature of this job, it will be necessary for the appropriate level of Disclosure and Barring Service Check to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of employment being taken up; any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job. The third column indicates whether the characteristic is essential (E) or desirable (D).

Experience		
1. Demonstrable experience of providing information, advice and assistance on some or all of the following:-		E
<ul style="list-style-type: none"> • Housing related issues e.g. getting help at home, residential/nursing care, grants, housing adaptations, repairs, access to accommodation, prevention of homelessness etc. • Financial Information e.g. benefits, direct payments, money issues etc. • Citizens' rights, entitlements and available support • The range of support, preventative and advocacy services available across the ABUHB area. 		
2. Experience of developing, designing, producing and delivering training, information and materials appropriate to different audiences.		E
3. Experience of working with people with mental health problems and vulnerable adults.		E
4. Experience in an office environment, including use of information technology, email, spreadsheets and databases.		E
5. Experience of working with and supervising volunteers.		D
6. Direct or indirect experience of mental distress.		D
Skills/Abilities		
7. Demonstrable ability to understand the systems for care and support including the social security system.		E
8. Ability to work with people with mental health problems.		E
9. Ability to communicate effectively, orally, in writing, and through presentations, to a high standard with a diverse range of individuals, groups and audiences at different levels of understanding and ability.		E
10. Ability to network and build effective working relationships with colleagues and with statutory and third sector organisations.		E
11. Ability to work on own initiative within established guidelines and procedures.		E
12. Ability to organise and prioritise own workload effectively to meet job		E

objectives. 13. Ability to work with and advise vulnerable service users in a way that promotes their rights, dignity and independence.	E
Equality Issues	
14. Ability to identify when discrimination is taking place in service delivery or in the work-place and take appropriate action where discrimination is identified.	E
15. A demonstrable commitment to equality of opportunity and a positive approach to diversity.	E
16. Commitment to working alongside users/survivors/volunteers as colleagues.	E
Specialist Knowledge	
17. Knowledge of relevant legislation including <ul style="list-style-type: none"> • Social Services and Wellbeing (Wales) Act 2014 (including Codes of Practice) • Regulation and Inspection (Wales) Act 2016 • Mental Health Act 1983 	E
Education and Training	
18. Relevant training or qualification on the provision of Information, Advice and Assistance.	E
Other Requirements	
19. Willingness to be flexible in meeting the needs of people with mental health problems across Gwent and the needs of Newport Mind and the GMHA as appropriate to the role including evening, weekend and on call working.	E
17. A commitment to the ethos and values of Mind and Newport Mind.	E
18. A clean driving licence and access to a roadworthy car.	E
19. Any other duties appropriate to the role as directed by a manager.	E

We will consider any reasonable adjustments under the terms of the Disability Discrimination Act (1995), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Newport Mind's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (1984 & 1998)

