

## **Core Arts**

### **Job Description**

**Post Title: Locum support workers – Core Arts – (Maternity Cover)**

**Hours: Flexible as agreed (7 hours to 35 hours p/w)**

**Based: 1 St Barnabas Terrace, Homerton, London E9 6DJ**

**Salary: Variable according to shift responsibility and experience £11.00 to £14.00 per hour**

**Responsible to: Membership Team**

Core Arts are looking for **Locum support workers** to offer their skills and expertise to support the membership team to deliver a high quality service to our members.

### **Full Job Description :**

Core Arts Mental Health Charity based in Hackney offers a range of creative arts activities to improve health and wellbeing to adults who experience mental health issues. The role is within the membership team that offers empowering support planning, motivational guidance, case management, creative goal setting and oversees individual development to deliver Core Arts Creative services to our members.

The ideal candidate will have excellent hands on experience in mental health support work and knowledge of the challenges this group face, and how the Creative Arts support recovery. An understanding of using person centred and motivational recovery focused ethos is essential.

The candidate will have managed a caseload of clients, worked dynamically with various staff teams, be confident in developing quick rapport with clients. Plus have strong experience of working with external partnerships, including secondary care clinicians.

There may be opportunities to work within the Core Sports Department programme – Please detail your specific interest or capabilities in regards to health, sports, music and the creative arts.

### **Person Specification/ qualities:**

- To support the membership team and be part of an innovative, progressive and user guided Mental Health Charity, and colleague for the creative arts and sports.
- Client focussed and able to energise and engage
- Manage a high volume of administration as part of the role and record all outputs and delivery on shift.
- Enjoy working in a fast paced environment.
- Can adapt positively to and likes change.
- Have a flexible and thoughtful approach to working with clients with complex needs.
- Be self- motivating, work well under pressure, manage time effectively prioritising different areas of work according to need.
- Enthusiastic about working with arts and education in order to support clients to improve mental wellbeing.
- Able to administrate all interactions and collate data for our contract outcomes into

our database to reflect your interactions and output with clients, ensuring we are achieving any targets set.

- Be able to seek support as required, to debrief to ensure thorough handovers.

### **Skills/Abilities**

- Flair and imagination with clients and colleagues
- Well organised and methodical way of working
- Strong knowledge or interest in the creative arts
- Strong literacy and able to develop own IT skills
- Excellent communication style and able to work alone and as part of a team
- Enthusiastic and committed to supporting those with mental health issues
- Good administration skills and attention to detail in this area

### **Key Accountabilities and Responsibilities**

#### **Team Work & Personal Development:**

- To be flexible, to share skills and knowledge and support colleagues.
- To participate in team discussions or reviews by being fully prepared, ready to share and discuss ideas and offer solutions. Including early interventions, dynamic risk assessment and problem solving as a team taking direction and instruction from the membership managers.
- To take personal responsibility for own ongoing development and learning as part of the post and any opportunities that may arise as part of your engagement with the service.
- The sensitivity and flexibility to find ways to engage and work with clients who may have a low level of interaction with the service or experiencing difficulty interacting
- The ability to respond calmly to challenging situations is essential.
- Ability to maintain boundaries and effectively implement these in your practice.
- The ability to work in a self directed manner with close daily direction.

#### **Inductions and Enrolments/Reviews:**

- Conducting initial brief assessments or initial meetings for new starters booked into the service by the membership team
  - Ensuring that the criteria are met re: paperwork and welcome pack in the meetings including our Code of Respect and suitable clients are accepted.
  - Prioritising need and recommending the signposting for new referrals for further services when required
  - To advance & support new members through the enrolment process by ensuring they are appropriately placed in workshops and goals have been formulated.
  - Recording meetings: supporting the facilitation for various meeting types, enrolments/ assessments and reviews or exit meetings. The candidate will shadow the Network coordinator role, gaining insight to the purpose of the meetings and delivery within the Core Arts framework, including goal setting, motivational interviewing and action planning.
  - Adding new members to 'Inform' and various systems required: the candidate would be asked to enrol new members onto the database so that their contact information, course details and funding streams are recorded on Inform and entry

systems used at Core Arts.

- To ensure that membership is maintained at agreed levels and is individualised to suit each member
- Action Planning: in partnership with the client and any significant others involved in their support, workers will translate assessed need into goals that are SMART and give scope for progression.
- To undertake outcome monitoring and case studies for individuals to capture any impact or progress

#### **Client use of time:**

- During the assessment process, work with clients to identify activities that they would like to take part in to prepare them for independence and move through & include in needs assessment.
- To ensure clients are assisted to access such activities internally/ externally.
- To support clients that are ready to move into work, education or training by assisting them to access suitable courses or placements by discussing this with their allocated worker.

#### **To support member participation in Core's activities:**

- To identify and follow up on non attendance and relevant funding for members and record attendance as requested by membership managers
- Tracking & client facing support: engaging clients with the centre, through encouraging phone calls and weekly contact ensuring consistency week to week. This would involve receiving feedback from sessions, providing information on courses and listening to any concerns the member may have. This information is then recorded, so that staff can follow up any enquiries.
- Spending time with members within the centre to build rapport, create light and positive interactions, presence and well as support work
- To liaise with staff, volunteers and members to ensure clear communication of interests, concerns, changes in activity
- To liaise with external agencies, within the parameters of Core Arts Confidentiality Policy, to ensure maximum support for members and at the agreement of membership managers
- To promote creative workplans and monitoring outcomes for all members
- To identify development and progression opportunities in response to member's identified needs, and to signpost to more appropriate sources of help when relevant (with membership team guidance)
- To meet clients to review their progress and ensure they are fully aware of an individual's workplans in order to support members in achieving their aims.
- To monitor the wellbeing of members, offer support and guidance alongside communication with the appropriate services where necessary.

#### **Risk assessment and management:**

- To minimise risks to clients by identifying, reporting and following up any safeguarding concerns.
- To provide a comprehensive handover to the membership manager post meeting with new members or existing members having completed a review or 1:1 support meeting

- To manage member incidents with the support of the senior management team and liaise with care teams in line with incident procedures and the Code of Respect policy and procedure.
- To work collaboratively within the membership team to offer thoughtful and proactive support for issues arising for members and initiate signposting to respective agencies in terms of their overall care and support.
- To proactively support any signs of relapse and offer guidance and support in the members best interests

#### **Administration and accountability**

- To participate fully in rotas covering duty sessions and required service activities.
- To maintain appropriate systems and records of member activity, and maintain database of members
- Support any administrative tasks to ensure smooth use and running of various systems to maintain accurate data
- Attendance: recording weekly attendance of members on the Salesforce database, booking members into courses in line with attendance and assess patterns of attendance and flag issues with the allocated worker.
- The candidate would support the office to in answering phone calls, taking messages and supporting members with any enquiries. Any conversation, support given or follow up will be communicated to the team and recorded. The candidate would support members who come to office with an enquiry, to pay to access a session or buy a cds etc.

#### **Social Inclusion:**

- To support individuals to work towards gaining greater independence through participation, at service and organisation level and within the wider community.
- To support the running of exhibits and events as required, including practical set up and support of the bar and entertainment.
- To promote the projects internal feedback methods such as the complaints procedure and to respond positively to suggestions.
- To take personal responsibility for feeding back to colleagues/managers any information or comments that would contribute to ensuring the service is relevant and responsive.

#### **Health and Safety:**

- To be aware of the roles and responsibilities and work in accordance with H&S Policy and the law around H&S at work.
- To take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire are followed.

#### **General**

- Contribute to the development of Core Arts charity objectives.
- Carry out all duties in the context of and in compliance with Core Arts Equal Opportunities Policy.

- Contribute positively to team working including attending team meetings when requested and any supervisory sessions and adhere to the policies and procedures of Core Arts.
- Comply with and contribute pro-actively to the Core Arts Health and Safety policies and procedures.
- To undertake any required training and updating of skills as necessary.
- To contribute to the business aims and implement plans made.
- To promote Core Arts ethos and unique vision to prospective members and mental health practitioners and relevant services across London.
- Any other duties within the competence of the post-holder that may be required in line with the post and at the direction of the senior management team.

**Experience** essential (E)

**The successful candidate will have:**

- Experience of working in a high- pressured environment and the ability to respond calmly to challenging situations is essential.
- An understanding of a Strengths and Recovery model is desirable.
- A significant level of experience, practice and understanding of the principles of risk and needs assessment, planning, goal setting, and reviewing.
- A good understanding of the meaning of quality in relation to service delivery.
- An understanding of the methods that could be used to develop life skills and prepare clients for appropriate move on options.
- Excellent IT skills and proficiency
- A level of numeracy, literacy and comprehension to do with welfare benefit, rent and petty cash calculations, write letters, and analyse and extrapolate from written information.
- An ability and willingness to work a rota that includes some late working & covers both weekdays and possibly weekends (Saturday).
- Experience of working in a charity setting with direct client experience (E)
- Degree qualification in a relevant subject or equivalent (E)
- Safeguarding Vulnerable Adults knowledge
- Risk assessment and support planning experience
- Strong motivational skills, person centred approach using the recovery model
- Good understanding of the barriers faced by this client group
- Able to work efficiently and effectively supporting the client to find solutions and empower the clients to achieve them

Of working within a voluntary sector service, mental health system or other relevant social care setting (E)

Of working in an administrative management role (minimum of 2 years) (E)

Of working with people who are seen as vulnerable (E)

Of professional boundary setting and duty of care (E)

Of conflict resolution

Of person centered planning with vulnerable adults (E)

Of working in a diverse cultural setting

Of partnership working and networking (E)

Of coordinating the facilitation of workshops/ learning environments

Of developing new initiatives and responsible for decision making

Proficient in Microsoft Office Word and Excel (E) or a similar database

Proficient in entering information on databases, Internet and email

### **Knowledge and understanding**

Of the impact of creativity on wellbeing  
Of the creative arts and relevance of community engagement  
Of the issues faced by people with mental health issues within an inner city, multi cultural setting  
Of confidentiality and information sharing  
Of wider issues in the voluntary sector and the political climate for our service users  
Of strategic and innovative ways of working responding to our service users support needs  
Of the risk assessment process  
Of tools for change, motivation and support planning (such as brokerage)  
Of the purpose and practice of working within an equal opportunities framework  
Of health and safety practices

### **Skills & Abilities**

Excellent communication and networking skills  
Able to work self motivate/ target set alongside line manager  
Discretion and sensitivity in contact with clients  
Able to risk assess and adapt situations  
Able to engage and motivate potential clients  
Able to work productively and creatively with a wide range of people  
Able to communicate effectively and professionally at all times  
Able to work alone without supervision  
Able to instill confidence in others  
Able to motivate people, especially where they have little confidence or positive self-image  
Ability to maintain high standards whilst working under pressure  
Able to work as part of a high performing team

### **Personal Qualities**

A strong person centred ethos which can be communicated to other professionals and members  
Warm and friendly presence able to engage various people  
Creative and innovative working style  
Excellent time-keeping skills and sound knowledge of lone working practice  
Excellent organisational skills and proactive team working ethos  
Creative and flexible approach to work and responsive to new ideas  
Methodical and thorough approach to managing relationships and continuous networking  
Excellent communication, negotiation and networking skills with various audiences  
Ability to promote the service offer appropriately to various audiences and promote creative activities to support positive mental health