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**Job Description**

Title: Mental Health Resilience Worker/Digital

Responsible to: Centre Manager

Salary: £23,484 pa

Hours: 37 hours a week

Based: Swansea Mind, 66 St Helen’s Road, Swansea, SA1 4BE

Probationary period: 6 months

**Purpose of role:**

To work with service users to support their emotional resilience and to improve their digital skills in order to be able to access remote services. To lead on the digital needs of the organisation including website development and IT.

**Main duties:**

Mental Health Resilience Worker duties:

* To develop and deliver one-to-one and group support to adults and young people (when required)
* To manage booking for Welfare Check appointment Service including completing service user assessments.
* To fulfil Welfare Check appointment with service users, being a listening ear or providing support or coping strategies as well are signposting other avenues of support if required.
* Supporting Service Users by completing regular telephone/zoom Welfare Check-ins.
* Co-ordinating and managing referrals including assessing risk
* To work alongside volunteers to deliver highest quality services to service users.
* Monitoring and evaluating including the collection of regular wellbeing, satisfaction, and positive life changes measures.
* Complying with safeguarding procedures in line with Swansea Mind Policy.
* Complying with GDPR requirements including the storing of all physical evaluation data securely and ensuring electronic data is password protected when working from home.
* Submitting outcomes and relevant data to line manager
* Working within targets as set by the line manager.
* Attending supervision with the line manager.
* Any other duties as required.

Digital Inclusion:

* Production of multimedia content for website and social media.
* Ensure performance of digital marketing campaigns.
* Build digital skills of service users especially focusing on Zoom, social media and the use of smart technology.
* Work to improve digital inclusion of service users and those living in the Swansea area.
* Build relationships with other local organisation and partnerships to build online presence.
* Responding to online support requests from service users, volunteers and staff.
* To develop online workshops for service users on a range of mental health issues and digital inclusion.
* Develop and promote fundraising opportunities.
* Develop a social media strategy.
* Website development.

**Flexibility statement**

The content of this Job Description represents an outline of the post only, and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances.

**Expectations**

* To work in line with, and to support the delivery of, the vision, mission, values and goals of Swansea Mind and to be a champion for Swansea Mind at all times.
* Adhere to and work within all the policies of Swansea Mind such as child protection policy, protection of vulnerable adults, confidentiality and data protection policies, and the policies contained within the employee handbook.
* To attend and positively contribute to training as required.
* To actively contribute to a positive, supportive and constructive working ethos, relationships and environment with Swansea Mind.
* To be flexible, adaptable and undertake work to support the aims of the project and Swansea Mind.
* To actively contribute to a positive, supportive and constructive working ethos, relationships and environment with Swansea Mind.

Special Features

This post is initially funded by the National Lottery for 6 months.

**PERSON SPECIFICATION**

**Essential Skills, Knowledge & Experience**

* QCF (NVQ2) in Health and Social Care, mental health qualification or equivalent.
* Experience of working within a mental health setting or in a similar voluntary sector organisation.
* Experience of working with people who have experienced mental distress and have a clear understanding and be able to demonstrate good working practice.
* Ability to deal with difficult situations in a successful and constructive and calm manner.
* Ability to plan, organise, deliver, and evaluate structured sessions to benefit participants’ mental health and well-being.
* Excellent IT skills with knowledge of Microsoft IT software and video conferencing software
* Knowledge of digital inclusion strategies and skills to develop digital inclusion.
* Website development experience.
* Ability to communicate with a wide range of people, verbally and in writing.
* Working as an integrated and collaborative team member and be flexible and adaptable in your approach.
* Ability to use initiative and work independently, to organise and prioritise tasks.
* Good understanding of health and safety issues.
* Ability to operate within professional boundaries and be non-judgemental and understanding of the principles of equality and diversity
* Understand the need for confidentiality and how to maintain this and actively put it into everyday practise.

Desirable

* Ability to communicate in Welsh, both orally and in writing
* Web-developer skills