

 Mind in Kingston

Senior Mental Health Support Worker

March 2025



Senior Mental Health Support Worker

Dear Applicant,

Thank you for applying for the post of **Senior Mental Health Support Worker** with Mind in Kingston. Below you will find further details about the post, including a job description and person specification, and also how to apply.

About Mind in Kingston

We are Mind in Kingston. We fight for mental health. For support. For respect. For you.

Mind in Kingston is a Local Mind Association and an independent, community mental health charity. We fight to make sure that everyone with a mental health or emotional issue locally has somewhere to turn for advice, respect, kindness and support.

Founded in 1972, we are well respected as a user-led organisation that delivers quality wellbeing and recovery-focused services, and campaigns on mental health issues to influence change. Lived experience is at the heart of everything we do, and we work alongside our local community to reduce mental health stigma and discrimination.

As a leading charity for mental health in the Borough of Kingston upon Thames, we work in partnership with many stakeholders to meet the needs of people with mental health issues, their families, carers, and wider support networks in the borough and beyond. Mind in Kingston is an independently funded charity affiliated to the national Mind; a partner of Southwest London Minds; and a member of Mind in London.

We provide a diverse range of community support offers - including prevention services, therapeutic interventions, advocacy, peer support, groups activities, outreach events, mental health training and campaigns to influence change. We work closely with other organisations to ensure we deliver high-quality and impactful services to people in the local area.

Our team is passionate about improving mental health and wellbeing, often due to their own experiences, whether personal or professional. We offer our team a safe and non-judgmental space to work, encourage their participation in the development of our charity, and have a strong ethos of openness, diversity, dignity, respect and inclusion for all

Our Vision and Mission Statement

Our Vision:

We won't give up until everyone experiencing a mental health problem gets both support and respect.

Our Mission:

- Our mission is to advance the views, needs and ambitions of people with mental health problems and to challenge discrimination and promote inclusion.
- We will influence policy and promote equal rights through campaigning and education.
- We strive to develop innovative quality services which reflect expressed need and diversity.
- In all our work we promote our vision and core values.

Our Aims:

Our overall aim is to improve the mental health of people in and around the Borough of Kingston upon Thames by providing a range of services that offer support, advice, information and signposting. We also promote better understanding and raise awareness of mental health issues, as well as reduce stigma.

We do this by:

Empowering: Enable people to make informed choices about their lives

Improving services and support: Involve people to have their say, be involved or lead initiatives that improve the quality of lives of those experiencing, recovering or at risk of mental health problems

Acceptance: Enable people to cope with, manage and improve their own mental health and allow them to be themselves

Enabling Social Participation: Provide access to fulfilling activities and valued roles in their community

Trusted Networks: Provide safe and trusted services when people are most vulnerable

Removing Inequality of Opportunity: Improve awareness and understanding of mental health needs in the borough

Values:

Open - We reach out to anyone who needs us

Together - We're stronger in partnerships

Responsive - We listen, we act

Independent - We speak out fearlessly

Unstoppable - We never give up

We strongly believe in involving our beneficiaries in our services and adhere to these principles in all our work. Beneficiaries:

- Are involved in the development, management and improvement of our services
- Are treated with respect and dignity
- Have their strengths, as well as needs, acknowledged
- Receive support in determining their choice of services
- Are treated fairly and without discrimination

In addition, the following principles underpin all our work:

Autonomy: both for the charity which is independent and for those who use our services that we respect 'self-governance'

Equality: Embracing diversity and ensuring equality of opportunity for all

Knowledge: for service users to make informed choices and the charity to offer sound and up to date information as well as informing decision makers on many areas relating to mental health and what service users want and experience

Active participation: recognising, supporting and using the skills of people with lived experience of mental health needs

Respect: working with an empathetic, non-judgemental and a person-centred approach to deliver services

For further information about the charity, please visit www.mindinkingston.org.uk.

About this role

Mind in Kingston have been Commissioned by Royal Borough of Kingston to deliver a Mental Health and wellbeing service to ensure people who are experiencing mental health difficulties can access, timely information, advice and support.

The service consists of the following elements:

- Information, Advice & Guidance Signposting & Referral service
- **One-to-one support**
- Peer Support groups
- Drop in Café (s)
- Mental Health Awareness Training
- Counselling
- Champions for Change

A key aspect of this role is ensuring that individuals who require additional support beyond Information, Advice, and Guidance (IAG) receive timely, structured, and goal-oriented one-to-one support to improve/Maintain their mental well-being. By supervising and supporting trained volunteers, ensuring they are equipped to provide effective one-to-one support. The Senior Mental Health Support Worker plays a crucial role in delivering and coordinating this personalised support, ensuring that individuals receive practical and emotional assistance tailored to their needs.

You will join a friendly, dedicated team that works hard to support people with mental health issues in their own community, and you will have access to training and support.

Please note all roles are subject to funding.

Application Guidance for Candidates

Thank you for your interest in applying for a role at Mind in Kingston. Before applying, please ensure you carefully read the application pack, particularly the job description and person specification, to understand the requirements of the role.

To be considered, please submit the following documents:

1. **Your CV** – This should outline your relevant experience, qualifications, and key achievements. Please ensure your full name & contact details are included.
2. **Confirmation of Right to Work in the UK** – All applicants must provide evidence of their legal right to work in the UK. This may include a passport, visa, or other official documentation. This will be requested at Interview.
3. **References** – Please provide details of two referees, including their name, job title, and contact information. References will only be contacted if you are successful following the interview stage.
4. **Supporting Statement** – Your supporting statement should be no more than two sides of A4 and should clearly demonstrate how you meet the criteria outlined in the job description and person specification.

We encourage applicants to use the **STAR method (Situation, Task, Action, Result)** to structure their responses. This approach helps ensure clarity and impact by describing a specific situation, the task you were responsible for, the action you took, and the result achieved. This method provides concrete evidence of your skills and experience.

As we work with **vulnerable adults**, all successful applicants will be required to undergo an **Enhanced DBS** check before starting their role. You will be asked to provide identification such as a passport, driving license, and/or utility bill as part of this process.

Due to the high volume of applications, we regret that we are unable to provide feedback to candidates who are unsuccessful at the application stage.

Please ensure all documents are submitted by the stated deadline. We look forward to receiving your application.

Please send your covering letter, CV and references to:

Louisa Valentine, Executive Assistant @ : HR@mindinkingston.org.uk

Should you wish to discuss the role prior to submitting an application please email Chennel Lawrence, Director Of Services @ : chennel@mindinkingston.org.uk

Applications and interviews timeline:

Applications closing date Sunday, 20th of April 11:59pm

Interviews will take place on Wednesday 30th of April & Thursday 1st of May

Job Description:

Job Title:	Senior Mental Health Support Worker
Salary:	£29,000 FTE (Pro Rata), 3% pension contributions.
Hours of work:	35 hrs PW hours FT (some flexible working to include evenings and weekends as required)
Location:	Hybrid, with regular attendance at central Kingston office and local service delivery sites across the borough and beyond as required
Responsible to:	Mental Health & Wellbeing – Service manager
Responsible for:	Advice Information and Guidance (AIG) Signposting and Referral Volunteers
Length of Contract:	Permanent, please note all roles are subject to funding.

1. Job Purpose

The Senior Mental Health Support Worker will provide time-limited, one-to-one emotional and practical support to individuals experiencing low to moderate mental health challenges, including those with complex needs. This role involves conducting initial referral needs and risk assessments, developing personalised support plans, and delivering face-to-face, remote, and, in rare cases, home-based support.

The postholder will also take a lead role in supporting and supervising 1-1 Support Buddy volunteers, ensuring they are well-trained, supported, and delivering high-quality interventions. Additionally, the role requires managing complex cases, offering tailored interventions, and collaborating with multi-disciplinary teams to ensure appropriate care pathways are in place.

The successful candidate will be a compassionate and skilled professional with a strong commitment to empowering service users, improving mental health and well-being, and ensuring individuals receive the right support at the right time.

2. Main Duties and Responsibilities

Client Assessment and Support Planning:

- Conduct initial referral needs and risk assessments to determine service user requirements and level of need.
- Develop and implement personalised support plans, setting clear and achievable objectives.
- Monitor progress and carry out regular reviews to assess changes in need and update plans accordingly.

One-to-One Support (Including Complex Cases):

- Deliver time-limited one-to-one support (up to 12 weeks per service user).
- Provide emotional support, listening skills, and practical advice on coping strategies, problem-solving, and decision-making.
- Work with individuals experiencing complex needs, offering tailored interventions and adapting support accordingly.
- Provide crisis intervention and risk management where necessary.
- Support service users to access appropriate community-based interventions and ongoing mental health support.

Volunteer Supervision and Coordination:

- Support, supervise, and coordinate 1-1 Support Buddy volunteers to ensure effective service delivery.
- Provide training, guidance, and structured supervision to volunteers, ensuring they feel confident and well-equipped in their roles.
- Conduct regular check-ins with volunteers, addressing challenges and providing necessary support.
- Ensure volunteers are appropriately matched to service users based on needs and skills.

Referral and Collaboration:

- Refer service users to specialist services, community resources, and crisis intervention where needed.
- Work collaboratively with the Health and Wellbeing Manager and Service Navigation Lead to ensure seamless service provision and clear referral pathways.
- Establish strong working relationships with external agencies, statutory services, and voluntary organisations to enhance support options for service users, particularly those with complex needs

Monitoring, Evaluation, and Administration:

- Maintain accurate and confidential records of service user interactions, support plans, and progress.
- Collect and report outcome data to measure service effectiveness, including impact on complex cases.
- Support the monitoring and evaluation of service delivery, ensuring continuous improvement.
- Contribute to quarterly reports and service performance reviews.

Person Specification

Essential Experience & Knowledge

- Experience in related support role (e.g. mental health, social care, or related)
- Strong interpersonal and communication skills, with the ability to build rapport and establish trusting relationships.
- Experience conducting needs and risk assessments and developing support plans.
- Ability to provide effective emotional support, using active listening and trauma-informed approaches.
- Experience providing supervision /support, ensuring high-quality service provision.
- Strong organisational and time management skills, with the ability to prioritise workload effectively.
- Ability to work independently and collaboratively as part of a multi-disciplinary team.
- Commitment to confidentiality, safeguarding, and professional boundaries. Strong leadership and organizational skills.
- Excellent communication and interpersonal skills.
- Experience in mental health or social care.
- discretion.

Desirable Skills and Experience:

- Experience in volunteer management.
- Strong IT skills, including proficiency in Microsoft Office and Experience of
- Experience in crisis intervention and risk management, particularly in complex cases.
- Knowledge of local mental health services and support networks.
- Experience in monitoring and evaluating service outcomes. Knowledge of local mental health services and support networks.
- Qualification in mental health or social work.

Qualifications:

- NVQ L3 qualification (or Equivalent) mental Health or relevant support related field

Specialist Skills/ Ability/ Knowledge

- Ability to solve problems and make sound decisions to support others in a fast-paced environment.
- A commitment to diversity, equity, and inclusion, with a passion for advancing social justice and mental health equality.
- IT is proficient particularly within Microsoft 365 environment

Communication

- Effective communication and interpersonal skills (written, oral, digital)
- Ability to communicate appropriately with a wide range of people and build relationships and engage with stakeholders and colleagues at all levels.

Personal Qualities

- Able to build strong working relationships
- Passionate about mental health and committed to supporting individuals to achieve their goals.
- Empathetic and compassionate, with a non-judgmental approach.
- Resilient and adaptable, with the ability to manage challenges effectively.
- Proactive and solution-focused, with a strong sense of initiative.
- Committed to equality, diversity, and inclusion in all aspects of service delivery

Prior to Appointment

All posts:

- 1) Enhanced DBS check 2) Employment References 3) Right to Work in the UK