**Volunteer Active Monitoring Practitioner**

**Job Title:** Volunteer Adult Active Monitoring Practitioner

**Responsible to:** Adult Active Monitoring Practitioner and Services Team Leader

**Hours:** Part-time - minimum of 4 hours per week

(Flexible working Monday-Friday between 8am-6pm)

**Location:**  Remote

**Main Purpose**

Active Monitoring is a programme of supportive intervention and guided self-help to improve the mental health and wellbeing of clients. It offers written information about evidence based strategies to empower individuals to cope with common mental health difficulties. This is a service that works with mild to moderate mental health difficulties focused on 8 areas: anxiety, depression, low self-esteem, loneliness, grief and loss, anger, stress, and menopause.

The role of the volunteer Active Monitoring Practitioner is to provide early intervention for people experiencing mental health difficulties through (pre-designed) guided psycho-educational materials.

The post holder will support the establishment of Active Monitoring and maintain effective and collaborative working within the practice with all staff to ensure the smooth running of the programme.

**Key Responsibilities**

* Support the mission of Dorset Mind by:
* Raising awareness within general and specific communities about mental ill health. Educating people about symptoms – what they are, what to expect and how to spot them. We also help people about what they can do when they experience symptoms or know someone who does.
* Challenging the stigma and inequality of mental ill health so that neither stigma nor inequality prevent people receiving information and support they need.
* Promoting the ethos of recovery from mental ill health by educating people about recovery
* Promote the concept and ethos of positive wellbeing and early intervention methodologies.
* Ensure at all times that duties are carried out in accordance with policies, procedures and relevant legislation.
* Other tasks appropriate to the needs of Dorset Mind.

**Duties relating specifically to Active Monitoring**

* To be responsible for a caseload of Active Monitoring clients.
* To work with people to overcome early signs of mental health difficulties, such as anxiety and panic, depression and stress.
* To signpost/ actively refer to other appropriate services.
* To follow the set Active Monitoring programme using the guided self- help model, including referring people to higher levels of intervention as required.
* Accurately and efficiently manage all administrative processes in a timely manner.
* Deliver an effective service to meet set Service Level Agreement and associated targets.
* To promote/publicise the service and establish positive customer engagement and input, as well as being involved in promoting general aspects of well-being.
* To maintain all required records of clients to support the running of this project.
* To undergo, and actively participate in any training relevant to the role internally or externally.
* To promote the concepts of social inclusion, early intervention and recovery and ensure this underpins the direction of well-being activities.
* Work within Dorset Mind’s Mission Statement and Ethos.
* To participate with the relevant manager and attend training as required.
* To participate in case-management, and have the opportunity for reflective practice and clinical supervision.

*Please note that this list is not exhaustive.*

**Training and Supervision Offered**

* Mental Health Awareness Training
* Adult Safeguarding Training
* Dorset Mind Induction Training
* Active Monitoring Training
* Regular Case Management

We actively welcome a rich diversity of applicants to this role. This will help us provide better services to all of the communities we are here to serve. We especially welcome people with lived experience of mental health conditions. This means individuals who have personally faced mental health challenges or have supported someone else dealing with such issues. To ensure that we effectively serve the needs of our local community, volunteers must reside within Dorset or the surrounding areas to be eligible.

**Person Specification**

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| **QUALIFICATIONS** | |
| Relevant qualification for the role equivalent to (but not specifically) NVQ Level 3 in Health & Social Care, Counselling Skills or e.g Psychology undergraduate / post graduate degree | Essential |
| Additional coaching or therapeutic qualification. For example: Integrative, Systemic, Person Centred, Psychodynamic, Cognitive Behavioural and/or Coaching qualifications. | Desirable |
| Must be appropriately qualified to practice coaching or interested in working towards practice status. | Essential |
| Other relevant qualifications to the role. | Desirable |
| **KNOWLEDGE** | |
| Familiar with the vision and mission of Dorset Mind and the Mind network. | Essential |
| Knowledge of the issues of supporting people with a range of mental health issues, including risk assessment. | Essential |
| Knowledge of the concepts of mental health recovery. | Essential |
| Knowledge and understanding of the stigma associated with mental health and wellbeing challenges. | Essential |
| Knowledge of the NICE guidelines namely their ‘Stepped Care Model.’ | Desirable |
| Familiar with the role of the voluntary sector. | Desirable |
| Knowledge of Dorset Mind’s range of services. | Desirable |
| **SKILLS & ABILITIES** | |
| Self-motivated and able to work on his/her own initiative. | Essential |
| Ability to deliver the service as a standalone intervention and provide psycho-educational skills to enhance maintenance of wellbeing using resources provided. | Essential |
| Ability to offer various pathway options and promote client autonomy. | Essential |
| Ability to identify and manage risk incidents. | Essential |
| Ability to assess clients for suitability and make appropriate referrals when necessary. | Essential |
| Ability to carry out a range of office tasks (confident telephone manner, processing bookings and report writing using databases) accurately and without supervision. Must be computer literate (Microsoft 365 Office including Word, Excel and Powerpoint). | Essential |
| Ability to work within Dorset Mind’s policy and procedures. | Essential |
| Ability work within Mind’s ethos and Mission Statement. | Essential |
| Strong interpersonal and communication skills, able to work with others as a team. | Essential |
| Ability to liaise and communicate with colleagues, volunteers, external agencies and the public. | Essential |
| Able to work flexibly and with discretion. | Essential |
| Able to organise own workload and manage time effectively. | Essential |
| Ability to work flexibly to meet the demands of the service, both in terms of hours and role. | Essential |
| Articulate in written & verbal communication. | Essential |
| Ability to assist with promotion of services. | Desirable |
| **EXPERIENCE** | |
| 6 months experience of using care skills working face to face with the public, some of whom may present as emotionally upset or angry from time to time. | Essential |
| 6 months of providing mental health/wellbeing services within primary care setting. | Desirable |
| Experience of undertaking administrative duties within a pressurised working environment. | Essential |
| Professional or lived experience of mental health and wellbeing challenges. | Desirable |
| Working in the voluntary sector. | Desirable |
| **VALUES** | |
| Conscientious and diligent | Essential |
| Integrity | Essential |
| Be a team player | Essential |
| Committed to working openly with diversity | Essential |