



39 Blossom Street
York
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Dear applicant,

Thank you for your interest in working with IDAS.

Please find enclosed:

- Guidance notes – **please read these carefully**
- Job description
- Person specification
- Application form - please download from our website: [here](#)
- Link to our Diversity and Equalities Monitoring questionnaire: [here](#)

If you require any additional information about the position, please email info@idas.org.uk

All completed applications should be emailed to hbrandpayroll@idas.org.uk or posted to IDAS, HR & Payroll Officer, 39 Blossom street, York YO24 1AQ. Email applications are preferred.

All applicants should also complete our Diversity and Equalities Monitoring questionnaire via the following link [here](#) This information helps us understand whether our recruitment process has reached a wide audience and it will be held completely confidential.

The closing date for this post is noon on Tuesday 21st September 2021 It is anticipated that interviews will be conducted after week commencing 27th September 2021.

Unfortunately, we are unable to provide feedback on applications.

Best Wishes,

Tracey Beever

Head of People, Independent Domestic Abuse Services.



GUIDANCE NOTES: Independent Domestic Abuse Services

- Please read the job description and person specification before completing the form.
- Use black ink when completing the form.
- Complete the application form as fully as possible, referring to the job description and person specification. We only short-list people for interview who meet every essential requirement on the person specification.
- Include information about your relevant experience, this can be experience gained through voluntary work, interests or hobbies as well as through paid employment.
- Include details of why you want to work for IDAS as well as information about your experience.
- Please return the application form via email to: hbrandpayroll@idas.org.uk.
- Please complete the Diversity and Equalities Monitoring Questionnaire using the link provided.
- All your personal information is held in accordance with IDAS Data Protection and Confidentiality Policies and will not be shared with anyone other than for the purpose of this recruitment process.

Independent Domestic Abuse Services (IDAS)

Job Description

JOB TITLE:	Mental Health Support Worker
LOCATION:	Northallerton / Harrogate
SALARY:	NJC Scale 12-18 Starting £22,183 (Full-Time)
HOURS:	21.50 hours per week
LEAVE:	26 Days + Bank Holidays (Full-Time)
RESPONSIBLE TO:	Local Area Manager
RESPONSIBLE FOR:	Volunteers

Flexible working patterns will be required to meet the needs of the project and may include evening and weekend work. Staff will be required to work in various locations. Annual leave and time off in lieu to be taken with the prior agreement of your line manager.

OVERALL OBJECTIVES

To provide therapeutic groups and programmes for women living in refuge, dispersed accommodation and in the community to help them overcome the trauma they have experienced as a result of domestic abuse.

To ensure that the services are delivered in line with IDAS policies and procedures promoting high standards in all areas of work.

PARTICULAR TASKS OF THE POSTHOLDER

Supporting Clients

To work collaboratively with refuge and community teams to help identify clients who would benefit from attending a support group.

To receive and manage referrals, prioritising those who have mental ill health and liaise with colleagues about referral outcomes.

To undertake individual assessments in order to identify clients' emotional and mental health needs and assess their suitability for groupwork. To continue to work closely with clients' key workers to ensure they are supported to access, and benefit from, attending a group.

To develop and deliver programmes for refuge clients and those living in the community that support mental wellbeing. This will include helping clients to understand trauma and providing a range of coping strategies and techniques to overcome day to day obstacles and help clients in their recovery.



To provide advice and guidance to refuge and community teams so they can provide better support to clients with mental health issues such as self-harm, challenging behaviour, and suicidal ideation.

To liaise with, and make appropriate referrals to, specialist agencies, including escalating of safeguarding concerns in line with IDAS Policies and Procedures.

To ensure that clients' views are sought and recorded through the collection of verbal and written feedback and to consult with clients in relation to the continuous improvement of group programmes and IDAS Policies.

To work in a non-discriminatory way, observing IDAS values throughout all your practice.

Internal and External Liaison and communication

To communicate positively with all colleagues, providing support to the wider management team by promoting IDAS values and ethos across the organisation.

To attend and participate positively in relevant meetings, training, supervision and annual appraisals.

To liaise with and train external agencies to increase public awareness of the issues surrounding domestic abuse.

To promote the work of Independent Domestic Abuse Services (IDAS) modelling a high standard of professional behaviours.

To represent IDAS at appropriate meetings and forums.

To keep up to date with national and local government decisions pertinent to IDAS

To ensure that all service users are aware of their rights in line with IDAS' procedures and policies.

Administration

To maintain clear records relating to service users in line with IDAS's policies and procedures.

To operate the project in line with agreed budgets.

To provide information and reports to the Project Manager, funders and stakeholders as required.

Other

To work on a flexible basis to meet the needs of the service.

To participate in fundraising activities.

To undertake all other reasonable tasks requested by the management team.



Person Specification – Mental Health Support Worker

Qualities required	
Interpersonal Skills	<p>Working with people</p> <ul style="list-style-type: none"> ▪ Must have a proven track record of working with vulnerable people, preferably those affected by domestic abuse. ▪ Must have a proven track record of partnership working and have the skills and ability to build and maintain positive relationships with partners and stakeholders ▪ Should have a proven track record of delivering group work to vulnerable people ▪ Must have a clear understanding of the effects of trauma from domestic abuse <p>Communication</p> <ul style="list-style-type: none"> ▪ Must be able to communicate effectively (both orally and in writing) with clients, staff and stakeholders ▪ Must show an ability to articulate views and ideas in a persuasive way ▪ Must be confident at presenting information in a variety of ways to suit a range of audiences, receiving and acting on feedback <p>Equality and Diversity</p> <ul style="list-style-type: none"> ▪ Must be able to demonstrate a commitment to the principles of equal opportunity and diversity.
Organisational abilities	<p>Service Delivery</p> <ul style="list-style-type: none"> ▪ Must have the ability to plan and deliver groupwork in a variety of settings ▪ Must be able to keep up to date with current thinking, developments and research and incorporate these into service provision ▪ Must be committed to ensuring the delivery of quality services taking account specific account of the needs of clients <p>Finance & Administration</p> <ul style="list-style-type: none"> ▪ Must be able to demonstrate literacy skills ▪ Should possess IT skills, including knowledge of Word, Outlook and Excel ▪ Must have the ability to operate within a quality assurance framework, ensuring objectives and targets are met on time and within budget.
Personal effectiveness	<p>Approach to work</p> <ul style="list-style-type: none"> ▪ Must be a strong team player who possesses tact, diplomacy and negotiation skills, is resilient under pressure, and is able to prioritise workloads effectively. ▪ Must be able to produce practical and creative solutions to issues and problems.

	<p>Other</p> <p>Must have a current driving licence</p>
Education / qualifications	<ul style="list-style-type: none"> • Should have a good level of education with a knowledge of mental health.
Commitment to IDAS	<p>Commitment to organisational goals</p> <ul style="list-style-type: none"> ▪ Should be able to demonstrate a strong commitment to the objectives and values of IDAS. <p>Embracing change</p> <ul style="list-style-type: none"> ▪ Should be open to and supportive of change and new ways of working and able to gain buy-in and long- term commitment from the team.
<p>The post holder is expected to work within policies and procedures of IDAS and be committed to its ethos and values. This will include promoting and demonstrating the principles of equal opportunity including encouraging diversity and tackling discrimination.</p> <p>IDAS values</p> <p>We are: Compassionate, determined, inclusive, courageous and respectful.</p>	