



Role Profile

Role Title:	Mental Health Community Officer
Department:	Services
Reporting To:	Community and Services Manager

Job Purpose

To support the Advice and Community Services, supporting and facilitating the social, personal and emotional wellbeing of the residents of Woughton Parish, through 1:1, group sessions and community events

Key Duties

Your key duties, are including but not limited to the following:

- To assist local residents seeking support and advice to enable them to manage their situation, with specific focus on emotional health issues.
- To develop and provide a range of group approaches, alongside 1:1 support for local residents experiencing mental health issues
- To support the development of a Wellbeing Room within the Community Council offices
- To manage a range of community volunteers providing a mentoring / 1:1 Support / 'Buddying' scheme
- To advocate on behalf of residents where appropriate, without reducing independence.
- To support residents with accessing outside agencies and organisations
- To make referrals to other agencies as appropriate.
- To work with residents to motivate, enable and encourage them without creating dependencies.
- To plan and deliver outreach work as appropriate including running advice and community sessions in different locations as needed.
- To liaise with outside agencies to specialist support (e.g. housing, immigration and financial advice).
- To provide a welcoming non-judgemental environment
- To keep accurate records and analyse trends on advice service access
- To work with and support other team members within WCC service delivery
- To attend meetings both in house, with external agencies and with local community groups.
- To support implementation of policies, programmes and projects determined by Council or Committees
- To take reasonable care of the health and safety of yourself and others

Person Specification

Experience/Knowledge

Essential

- Knowledge and understanding of issues concerning work with diverse and disadvantaged communities
- Experience of working in a mental health setting



- Ability to communicate effectively with the public and agencies at all levels
- Friendly and welcoming personality
- Good listening skills
- A non-judgemental and positive attitude
- Self-motivated
- Calm under pressure
- Compassionate and able to empathise with people's life experiences
- Able to keep records
- Understand the importance of confidentiality
- Flexible approach to working hours

Desirable

- Knowledge of local support agencies and the statutory and voluntary sector support available.
- Starting community initiatives
- Team and multi-agency work
- Community development work
- Understanding the benefits, housing and tax systems
- Well organised and practical
- Problem solving
- Driving Licence

Education/Qualifications

The person undertaking this role may have formal qualifications in one of a number of areas including; community development, health and education, social care or youth work. Given the wide range of skills they will need to call on it is not essential to hold any formal qualifications. Life and working experience will be equally important. They will though need to have experience working with communities.

Technical job related skills

- IT skills
- Ability to present information

In return we offer:

- Living Wage Employer
- Generous annual leave entitlement
- Training Opportunities
- Local Government Pension Scheme
- Flexible Hours
- Child Care Voucher Scheme
- Subsidised bicycle scheme