



## **MIND IN CROYDON DAY CARE SERVICES**

### **BANK PROJECT WORKER FAIRFIELD HOUSE/CLUB**

#### **JOB DESCRIPTION**

**BANK WORKER** As a Bank Worker, or casual worker, work may be offered to you on an “ad hoc” basis as and when there is work to be done. You are free to accept or decline such offers of work. You are not guaranteed continuous work and we are under no obligation to offer you further engagements or re-engagement. None of the documentation issued to you by Mind in Croydon therefore constitutes a Contract of Employment between you and Mind in Croydon Ltd.

**FAIRFIELD HOUSE** is a non-residential social centre in East Croydon for people recovering from mental illness. It has a membership of 250. A range of activities is offered but the atmosphere is informal and members are free to sit and chat if they wish. Meals, snacks and drinks are available at low cost. A rota of volunteers supports the staff team.

1. **TITLE OF POST:** Project Worker (Bank)
2. **RESPONSIBLE TO:** Project Manager
4. **MAIN PURPOSES OF POST:** The Project Worker (Bank) works alongside a team of approximately 10 people responsible for day-to-day running of Fairfield House. Weekday project workers in the team are also required to take responsibility for a particular part of the day to day running of the project and Weekend Project Workers are required to take part although not lead in one or more of these tasks. (see below 5.7)
5. **MAIN TASKS:**
  - 5.1 Members:
    - a) Receiving referrals
    - b) Actively participating in the Referral Team Meeting and any required follow – up.
    - c) Welcoming new members and being involved in the membership induction programme
    - d) Ensuring support, advice and informal counselling are available to members; providing this in person when appropriate
    - e) Dealing with minor complaints

- f) Diffusing and resolving as far as possible any incident between members; referring more serious disputes to senior staff; temporarily suspending members when necessary

#### 5.2 Activities:

- a) Motivating and involving members in activities
- b) Taking an active part in activities on and off site
- c) Assisting in organising Christmas celebrations. All staff are required to take part in the Christmas/New Year rota and to cover for other religious festivals as necessary.
- d) Assisting in the organisation and implementation of holidays and outings for members
- e) Internet – acquainting members with use of the internet

#### 5.3 Staff

- a) Participating in recruitment as required
- b) Participating in and leading staff training as required

#### 5.4 Liaison:

- a) Liaising with Health and Social Services professionals on behalf of members
- b) Attending case reviews
- c) Representing the project at meetings as required

#### 5.5 Administration:

- a) Routine correspondence
- b) Safeguarding and accounting for petty cash as delegated
- c) Filing
- d) Maintaining the telephone log and day book
- e) Taking minutes and note taking
- f) Writing reports
- g) Keeping appropriate computer held records up-to-date
- h) Fundraising

#### 5.6 Day-to-day running:

- a) Assisting catering staff with catering, as necessary: preparation of meals and snacks; ordering stock; keeping kitchen and stores clean and orderly; ability to involve and help others eg. Service Users to assist with catering
- b) Premises: opening and locking up; checking premises for fire hazards and security risks; supervising cleaning of premises and general housekeeping tasks; minor maintenance
- c) Garden: assisting members in keeping the garden tidy
- d) Administering first aid where necessary
- e) Driving a vehicle eg. The minibus

#### 5.7 Particular tasks

Outreach All project workers except Weekend Project Workers are expected to undertake outreach work about 20% of the time. This involves:

- a) Building supportive relationships with clients and visiting them in their homes and elsewhere
- b) Assessment of clients' needs and wishes and assisting them to access services and help from a variety of sources to enable them to live successfully in the community
- c) Providing advice eg on housing, benefits, health care and other needs
- d) Assisting and encouraging clients to access employment, education and leisure activities
- e) Monitoring clients' living conditions and skills and providing practical assistance including minor maintenance and help with daily living tasks
- f) Ensuring professionals and others involved in an individual's care plan are informed of any deterioration in a client's mental or physical health or of a mental health or other crisis requiring their intervention

Permanent (not Bank) Project workers are also required to do at least one and preferably more than one of the following tasks:

- 5.7.1 Volunteers: Recruitment, support and supervision of volunteers, volunteer training and development
- 5.7.2 Membership: Keeping membership details up-to-date, updating computer database, preparing relevant statistics, birthday and Xmas cards for members, attendance register rota. Ensuring Internet and e-mail functions are understood and relevant training provided.
- 5.7.3 Entertainments & Fundraising: Preparing monthly programme of events, holidays and other special events (e.g. Xmas etc), producing publicity for events, arranging members meetings, coffee bar rota, internet rota, arranging fundraising events.
- 5.7.4 Group work & Liaison: establishing new groups in the area of arts and crafts for example drama and poetry and facilitating existing groups such as the women's group.
- 5.7.5 IT and Practical Skills; Assisting staff and users at Fairfield House with IT, gardening and DIY problems; encouraging, training and empowering people to use IT facilities such as Fairfield House's internet café; encouraging, training and empowering people to acquire gardening and practical eg. DIY skills
- 5.7.6 Presentations: provide information and in-house training to other members of staff on current issues eg. medication, changes in mental health best practice

All project workers are also required to become proficient in inputting basic statistical information onto a database and understanding the statistics we provide eg. to funders. Training will be given.

## **6. OTHER TASKS**

- 6.1 Volunteers, Student Placements, Adult Education Instructors:  
Welcoming these to the projects and providing support as necessary
- 6.2 Meetings: Attending and minuting staff meetings, members' meetings and Project Management Committee meetings as required
- 6.3 Fundraising: Actively encouraging fund-raising activities for Fairfield House
- 6.4 Visitors: Welcoming visitors to the project
- 6.5 Use of premises: Assist in taking bookings from and facilitating use of premises by other appropriate organizations
- 6.6 Contributing to the development of Fairfield, networking and putting forward ideas
- 6.7 Other duties: Undertaking any other appropriate duties within the scope of the post.

## **7. MIND IN CROYDON POLICIES:**

- 7.1 Health and Safety: All staff are expected to comply with Mind's Health and Safety Policy and to ensure as far as possible that service users and volunteers also comply with it. Staff are required to take a turn as fire officer, holding regular fire drills and keeping records of these.
- 7.2 User Participation: Mind In Croydon is committed to encouraging full participation by service users in the planning and running of all aspects of its work. All staff are responsible for encouraging and supporting users in taking responsibility for participating fully in the management of Fairfield House.
- 7.3 Equal Opportunities: Mind in Croydon is committed to an Equal Opportunities Policy and is opposed to discrimination on grounds of gender, race or disability. All employees are required to work within this policy, to work to ensure that as far as practicable Mind's Day Services meet the particular needs of women, the disabled and members of the ethnic minorities, and to oppose discrimination by staff, volunteers and users against anyone working at or attending Fairfield House.
- 7.4 Confidentiality: All employees of Mind in Croydon are expected to respect the right of clients to privacy and confidentiality as far as

possible within the constraints of legal requirements and the safety of other people.

## **8. GENERAL**

- 8.1 To accept the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by the postholder's designated line manager.
- 8.2 To work and communicate with others in writing and face to face, taking part in meetings as required
- 8.3 To accept line management and supervision from the post holder's designated line manager and to engage constructively in this process
- 8.4 Staff will be responsible for respecting and maintaining personal and professional boundaries concerning relationships with service users, volunteers and other staff. Also to act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon Ltd. It is the responsibility of all staff to inform a member of the senior management team *immediately* if service users, volunteers or staff do not comply with the above.
- 8.5 Full time project workers to work at least one in three weekends on a rota basis. Part time project workers to work occasional weekends according to the needs of the project. Weekend-only part-timers are required to work every weekend except when they are on annual leave. Bank project workers will only be offered work on an ad hoc basis as and when there is work to be done.

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