

Job Description

Mental Health Care Coordinator (Refugees)

Reading Refugee Support Group (RRSG) aims to promote and support the recovery of individuals and families experiencing mental health conditions

Reporting to: CEO

Area

RRSG will work in partnership with the NHS in Reading, West Berkshire and Wokingham local authority areas.

Duties and responsibilities

1. Main purpose of job:

1. To increase information sharing and understanding of the specific mental health support needs of refugees and asylum seekers between the NHS and RRSG to facilitate better and more effective signposting, intervention, awareness and support.
2. provide early assessments/intervention plans for refugees and asylum seekers to prevent longer-term mental health conditions and reduce unnecessary interaction and dependence on statutory services where alternative support may exist.
3. help families and individuals put in place coping and protective strategies that will support and protect their mental health and help integrate themselves into the wider local community.

The aim is to achieve the following outcomes:

Service Users:

- identify those with traumatic histories (trafficking, torture, bereavement) for early intervention and signposting
- to work with RRSG Caseworker team and Integration Team around identifying networks beyond mental health services and improve internal communication.

Staff and Volunteer Team inclusive of partner agencies

- increase awareness amongst staff around early indicators of emerging, and current, mental health needs

2. Working with service users

- Welcoming new service users, identifying and assessing mental health needs and facilitate appropriate signposting, or referrals to mental health services.
- Use a person-centred approach and recovery plan to help referred clients identify their interests, desires, goals and understand their needs.
- Assisting clients to understand and utilise coping mechanisms for existing mental health conditions
- Advocate for service users on a personal basis when necessary, including those facing mental health crisis with telephone or home visit support where appropriate

- Maintain records and report back using Charity Log, Excel, databases, Word and other IT packages
- Be available, including occasional weekends, evenings and bank holidays.

3. Working with NHS Partners

- Form strong links with local NHS services e.g. setting up a link with Berkshire Traumatic Stress Service, the Community Mental Health Teams (CMHT), Improving Access to Psychological Therapies (IAPT) – so people within each team are thinking of refugees and asylum seekers and so that the teams can provide advice/consultation to RRSB as a service where helpful and appropriate
- Participate in NHS/CMHT training and clinical supervision and professionals' meetings.
- Lead our information sharing procedures with NHS partners.

4. Administrative and General Responsibilities

- Keep detailed file notes, create and write up PIP support plans with users, write reviews which will be informed by outcomes that you will measure in consultation users.
- Make appropriate and details records using our client record database Charity Log
- Be self-servicing administratively including proficiency in the use MS Word, MS Excel and the use of email systems
- Attend supervision and appropriate internal training courses and staff meetings
- Help support awareness-raising on mental health issues facing clients across the organisation.

5. General

- To work as a member of a team, communicating with others in writing and face-to-face, taking part in staff meetings and team meetings.
- To accept line management and supervision from the designated line manager and to engage constructively in this process at RRSB and at the NHS.
- In addition to the tasks and duties outlined in this job description, to perform such other relevant and appropriate duties within the general framework of the position, as from time to time may be determined by the Manager and CEO.
- All staff will be responsible for respecting and maintaining personal and professional boundaries concerning relationships with clients, volunteers and other staff. All Staff are also required to act in a professional and responsible manner which does not have a negative impact on the service or the organisation
- To uphold all RRSB's policies and procedures.