**Information, Advice and Guidance [IAG] Worker**

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| **Organisational Information** |
| Role Title:Information, Advice and Guidance [IAG] Worker | **Reports to:**Advocacy Team Leader | **Pay & Conditions:**£24,280 – (0.5 fte). Actual - £12,140.3% employer pension contribution,22 days annual leave + statutory bank holidays |
| Service:Advocacy  | **Location:**Bolton | **Hours:**18 hours per week, during normal office hours.  |
| DBS information:This role requires an enhanced DBS check for both Child and Adult workforces. This will be conducted at MhISTs expense. |
| **About MhIST**Mental Health Independent Support Team (MhIST) aims to create a society where people with mental health problems are accepted and empowered to improve their quality of life. We do this by providing a friendly, safe and positive environment for people with mental health problems. We give people the skills and tools to self-manage their emotional wellbeing.MhIST works in Bolton, employs 24 staff and has a team of over 100 volunteers. |
| **Scope of the job**The Information, Advice and Guidance worker is situated in the advocacy team to provide information on maintaining good mental health. The role will include triage provision in helping to assess needs e.g., reducing suicide risk and refer beneficiaries to appropriate and more importantly immediate support either at MhIST or externally. Typically, interventions will be short and usually, but not always, once off in nature.Usually you will be working with people who have relatively low needs but you will be able to assist people with higher or complex needs to access services which are appropriate for them.The support we envisage will typically be things like:* Helping people to access the most appropriate service for their needs.
* Providing advice to help prevent the worsening of symptoms.
* Basic welfare benefits and other financial information
* Making sense of forms and paperwork
* Providing information about available services in the local area
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| Key Activities  |
| 1. Provide Information, Advice and Guidance in line with triage provision to support early intervention with associated bespoke provision.
2. Providing clear, easily understandable information about available mental health resources, services, and support networks.
3. Offer insights into different support options, therapeutic approaches, and self-help strategies, empowering individuals to make informed decisions about their mental health care.
4. Offer recommendations for coping strategies, self-care practices, or immediate interventions to manage crisis situations.
5. Help with scheduling appointments, understanding referral processes, and coordinating care among various providers.
6. Provide telephone support.
7. Manage correspondence including phone calls and emails, text and other forms of communication with beneficiaries.
8. Research, create and maintain an online library of accurate, comprehensive information sheets.
9. To work on a case work basis and maintain ongoing work relationships with MhIST clients. To carry our needs assessments and develop support plans. Make contact with those new to MhIST and, where appropriate, refer them on to specialist workers or other agencies.
10. To support people to access benefits, healthcare, meaningful occupation and other community based social care.
11. To refer cases to appropriate organisations/agencies.
12. The postholder will also be responsible for case-working clients with mental health needs.
13. To work closely with a caseload of clients with Mental Health issues including those with dual diagnosis and to find solutions to their presenting needs, within a client centred, structured support model.
14. To liaise closely with other workers in the field.

**Admin Tasks** 1. Manage a demanding level of administrative work to a high standard, including maintaining files on individual work with clients on our case management database. Ensure information is recorded accurately, thoroughly, clearly and safely, in a timely manner.

**General** 1. To attend staff meetings.
2. In conjunction with the Advocacy Team Leader and other staff, to ensure adherence to MhIST policies
3. To undertake such other duties as appropriate to the grade and character of the work as may reasonably be required.
4. Raises any Safeguarding concerns with their line manager as and when they arise without delay.
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| **Key Skills, Attitudes, Expertise and Qualifications** |
| **Essential** | **Desirable** |
| Experience of working with a diverse range of clients with differing levels of needs. | Good understanding of mental health legislation and safeguarding as it relates to people with mental health difficulties. |
| Experience of providing information, advice and guidance to a diverse range of clients with differing levels of needs. | Experience of working within a multi-disciplinary team. |
| Good research skills and experience of supporting clients to complete forms for benefits and grants. | Willing and able to work towards a Level 4, Information, Advice and Guidance qualification. |
| Knowledge of issues affecting people who experience mental health problems. |  |
| Knowledge of welfare benefits and the associated systems. |  |
| Ability to ensure clear and consistent communications with people and partners. |  |
| Excellent organisational skills |  |
| Commitment to ensuring equality of opportunity and access for all. |  |
| A proactive approach, including an ability to work on your own initiative, as well as part of the team. |  |
| Strong problem-solving skills, with a flexible and pragmatic approach to reaching appropriate solutions. |  |
| An understanding of and commitment to data protection and confidentiality issues. |  |
| Demonstrable understanding of safeguarding issues and the management of risk. |  |
| Ability to work some hours outside of regular business hours and to be flexible to meet the needs of the service. |  |
| Competent user of Microsoft office including Excel, Word, Outlook, Access and corporate databases |  |
| Positive attitude. |  |
| Ability to reflect on own practice. |  |
| Willingness to undertake training. |  |