

Department:	Health & Social Services	Section:	Emotional Wellbeing Service
Reports to:	Consultant Clinical Psychologist/Emotional Wellbeing Service Lead		
Grade:	Falkland Islands Government Grade – E1	Job Code:	TBC
Overall Purpose of the Role			
<p>To work as part of a multidisciplinary Emotional Wellbeing Service (EWS) in the Falkland Islands to support the delivery of high quality, recovery-focused, person-centred care to a caseload of service users across the lifespan with a wide range of mental health and emotional wellbeing needs.</p> <p>To contribute to the promotion of emotional and mental wellbeing within the Falkland Islands community by supporting the registered clinical staff in the EWS.</p>			
Key Role Activities			
CLINICAL DUTIES			
<ul style="list-style-type: none"> • Support the Emotional Wellbeing Service to deliver high quality, person-centred care to clients experiencing mental health problems whose condition may fluctuate in severity and complexity, within both community and inpatient settings. • Deliver low-intensity therapeutic interventions under the supervision of a qualified, registered professional, including one-to-one and group work. • Be able and willing to work with service users across the lifespan in order to deliver a flexible, person-centred emotional wellbeing service. • Ability to communicate information to service users and carers in an understandable manner based on a recovery model of mental illness which fosters hope in the service user (and carer). • Support the team to receive, process and respond to referrals from GPs and other professionals as well as self-referrals. • Ability to manage distress and conflict in day-to-day work with service users who, as an expression of their distress, may at times be difficult to engage and/or demonstrate significant risk behaviours. • Support the team to liaise with appropriate professional and voluntary agencies to provide appropriate emotional wellbeing advice for individuals and services. • Attend and contribute to appropriate multidisciplinary meetings and case conferences. • Assist with the promotion of emotional and mental wellbeing in the Falkland Islands, both in the community and within the health service setting, using a variety of different approaches (e.g. training, publicity events, social engagements, etc.) • Support delivery of Neurodevelopmental Clinic, including carrying out school observations, collecting and collating outcome measure data, writing sections of reports and attending clinical discussions. 			

Key Role Activities continued:	Emotional Wellbeing Service Support Worker
<p>PROFESSIONAL DUTIES</p> <ul style="list-style-type: none"> To abide by relevant policies, procedures and guidelines within the Emotional Wellbeing Service as well as the wider Department of Health and Social Services. An ability and willingness to embrace life in the Falkland Islands, including taking time to understand the differences between the UK and the Falkland Islands (e.g. cultural differences and differences in law and legislation). Work with the team to support the implementation of the Emotional Wellbeing Strategy to help us develop our Emotional Wellbeing Service to meet the changing needs of the Falkland Islands community. This may involve some independent project management. Engage with both professional and clinical supervision to help manage the personal and professional demands of working in a remote island community. Participate in staff training and development to promote improved understanding of quality mental health care and the most effective use of resources. Maintain electronic notes for all individuals and provide reports as required, abiding by confidentiality policies at all times. Undertake other duties as required by the Department of Health and Social Services in order to ensure the joined up working approach required within a small community, including assisting with data collection, audits and contributing to research projects. Work unsocial hours both as planned and in response to meeting identified patients’ needs: this would include evening and weekend work. Must be able to work within a small team and remote community with the intention of developing and maintaining relationships conducive to the promotion of the best care for the Falkland Islands. <p>The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.</p>	
<p>Additional Information</p>	
<p>The Emotional Wellbeing Service provides a community psychiatric service to the Falkland Islands population, including referrals from Mount Pleasant Complex military base and occasionally working with acute mental health problems in visitors to the Islands (e.g. tourists or fishermen). The team consists of 3 Community Psychiatric Nurses, a Consultant Clinical Psychologist and a CAMHS Practitioner/School Nurse with remote support and visiting clinics by UK-based Consultant Psychiatrists. The majority of our work takes place in an outpatient setting but we also offer inpatient support when required. We frequently work out in the community, including at service users’ homes, which can involve long drives to other settlements on East Falkland or flights to West Falkland and the outer islands.</p> <p>We work with mild, moderate and severe mental health problems, including both acute and enduring presentations in children and adults of all ages. In addition to psychiatric conditions, we also support people with cognitive impairments and neurodevelopmental disorders.</p> <p>One-to-one and peer supervision is provided, and all members of the team are encouraged to make the most of supervision in order to look after themselves and each other in this demanding role.</p>	

Criminal Record Checks: (This post is regarded as a sensitive post)

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.

Person Specification:	Emotional Wellbeing Service Support Worker		
Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills & Experience			
5 years experience of working with people with mental health needs (or other health and social care needs) in formal or informal settings	✓		A/I
Respectful and empathetic outlook on health care delivery	✓		A/I/R
Good communication skills with fluent spoken and written English	✓		A/I/R
Ability to work independently, being self-motivated and to be able to prioritise and effectively manage a range of competing needs and pressures.	✓		A/I/R
Skills in managing situations of high expressed emotions, and an ability to manage one's own emotional state.	✓		I/R
The ability to recognise own limitations and to effectively utilise supervision and support systems to ensure safe and effective delivery of services.	✓		A/I/R
Ability to effectively use Microsoft Suite packages such as Word and Excel	✓		A/I/R
Able to work well within a small health service team	✓		A/I/R
Able to work in a 'joined up' fashion with relevant other agencies and professionals	✓		A/I/R
Willingness to work across the lifespan, including children, working-age adults and older adults.	✓		A/I/R
Awareness of and / or previous experience of using patient record software		✓	A/I
Experience of co-facilitating group-based interventions		✓	A/I/R
Ability to speak a second language		✓	A/I/R
Personal Attributes:			
Demonstrates empathy, compassion and patience.	✓		I/R
Able to work well within a small health service team	✓		A/I/R
Imagination, determination and receptive to working with and under supervision.	✓		I/R
Understands and adheres to need for confidentiality	✓		A/I
Able to work well within a small health service team	✓		A/I/R

Person Specification:		Emotional Wellbeing Service Support Worker		
Criteria	Essential	Desirable	Assessment Method	
Personal Attributes:				
Imagination, determination and receptive to working with and under supervision.	✓		I/R	
Remains calm in high pressure situations	✓		A/I	
Works co-operatively within the Emotional Wellbeing team and the wider health service team	✓		I/R	
Demonstrates an ability to form positive therapeutic relationships with service users and carers.	✓		A/I/R	
Align with FIGs Core Values – Diverse, Professional, Resilient & Resourceful	✓		A/I	
Qualifications & Training				
An NVQ Level 3 (or equivalent) in a relevant subject such as (Mental) Health and Social Care.	✓		A/I	
English GCSE Grade C or above or equivalent level of education.	✓		A/I	
Full driving licence and the ability to drive to remote locations, including some difficult driving conditions	✓		A/I	
Evidence of having engaged with continual professional development.		✓	A/I/R	
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job in your application form by giving clear, concise examples of how you meet each criterion.				

Method of assessment:

A - Application Form

I - Selection Interview

R – Reference



Job Description

Emotional Wellbeing Service Support Worker

