



# Application Pack

**Primary Mental Health Worker  
ACE (Action in Caerau and Ely)**



Registered in Wales and England No. 7623914  
Registered Charity No. 1150422



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# Overview of the Post

**Position:** Primary Mental Health Worker

**Location:** Cardiff

**Closing date:** 5pm, Sunday 25<sup>th</sup> July 2021

## Job details

**Hours:** 30 hours

**Location:** Cardiff

**Salary:** £21,930 per annum (pro rata)

**Contract:** Fixed-term, end date March 31<sup>st</sup> 2022

We are recruiting a new staff member to support patients within GP practices through a programme of guided self-help and to support the delivery of mental health and wellbeing courses in community venues. The role will deliver within one or more of the Primary Care Cluster areas served by ACE (East Cardiff, South West Cardiff, West Cardiff and North Cardiff).

You will report to the ACE Mental Health Coordinator and be part of the ACE Mental Health team. You should have a sound understanding of the needs of individuals with mild to moderate mental health issues, experience in delivering mental health initiatives and experience of supporting people with complex needs. Training in delivery of the courses and 1:1 work will be provided.

To request an application pack please contact:

Email: [recruitment@aceplace.org](mailto:recruitment@aceplace.org)

Telephone no: 02920 003132

Address: Ourplace: Dusty Forge, 460 Cowbridge Road West, Cardiff, CF5 5BZ

Or visit our website [www.aceplace.org](http://www.aceplace.org)

**Closing date:** 5pm, Sunday 25<sup>th</sup> July 2021

# Introduction to ACE

## Ely and Caerau

Ely and Caerau (two ward areas in the west of Cardiff) together constitute the largest housing estate in Wales with a population of approximately 26,000. Built after the first and second world wars respectively, Ely and Caerau provided social housing and secure employment with local manufacturing companies. Between the early 70s and mid 90s all these employers closed or relocated their local functions. The legacy of this collapse of local employment is a community characterised by high unemployment and in-work poverty related to 'underemployment' in insecure, part time, low paid, city centre based service sector jobs. As a result, people in Ely and Caerau struggle with a range of problems related to poverty including:

- high levels of income-related benefits
- poor educational attainment
- poor health and life expectancy (4 years less than the Cardiff average)
- high levels of mental health problems

Ely and Caerau both feature in the top 10% of the Welsh Index of Multiple Deprivation.

In 1991 Ely was the focus of disturbances which were reported in the national news as a 'riot'. This, along with the general reputation of the area, has contributed to a sense of stigma. There is a tendency, amongst decision makers, to see the community as one with multiple problems that need fixing, and a related sense of dependency.

Despite all this, Ely and Caerau exhibit many of the characteristics which might be called upon to contribute to community resilience, including: significant community spirit and pride, strong social networks and a willingness to 'get involved' in local action.

## Mission

ACE – Action in Caerau and Ely is a community organisation located in West Cardiff. We have over 1000 local members, many of whom are active contributors to local community development and regeneration efforts. Over half our staff team live in Ely and Caerau. We base our work on the following principles:

- Local people know their community best
- Everyone has something unique to contribute
- Everyone's contribution should be valued equally
- Poverty should not be accepted as a fact of life
- Social injustice should be challenged and changed

These commitments lead us to take an approach influenced by theories of 'co-production' and asset based community development. This means we work with local people as full participants in the design and delivery of services and activities. We experience and treat our community not primarily as a problem needing solving but as a vibrant network of communities that has many assets and opportunities that have been undervalued and ignored – these include skills, knowledge, experience, social networks, good will, buildings, land, resources, culture and heritage. ACE has a high profile and strong reputation in Cardiff and further afield for developing these resources to serve a holistic approach to community regeneration, to create community resilience and to tackle poverty. We are increasingly called upon to support the development of similar initiatives in other areas of the city.

## Vision

In this context ACE seeks to meet the need for:

- A local organisation that can co-ordinate, harness and promote a positive vision for our community
- An organisation that can co-ordinate and facilitate a range of responses towards this vision and can mobilise local people to participation and action
- A holistic approach to tackling a range of elements related to poverty that cuts across themes/silos (food poverty, fuel poverty, unemployment, underemployment, low educational attainment, poor physical and mental health etc)
- A clear and collaborative approach to developing a more resilient community

**ACE works with communities to achieve lasting positive change for an equal and just Cardiff. We believe everyone has something unique to contribute.**

# Job Description and Personal Specification

**POST:** Primary Mental Health Worker  
**PROGRAMME:** Guided Self-Help and Social Prescribing  
**RESPONSIBLE TO:** ACE Mental Health Coordinator

**HOURS:** 30 hours

**SALARY:** £21,930 per annum (pro rata)

**BASE:** Cardiff      **END DATE:** March 31<sup>st</sup> 2022

**Responsible for:** Guided Self-Help and Social Prescribing

## OVERALL PURPOSE OF JOB

This role will assist with the delivery of the Guided Self-Help and Social Prescribing service within Cardiff, delivering 1:1 guided self-help within GP practices (serving one or more of the Cluster areas served by ACE - East Cardiff, South West Cardiff, West Cardiff and North Cardiff), delivering psychoeducational courses 'Stress Control' and 'ACTion for Living' and supporting the development of the service through engagement with key partners, service-users and carers as required.

## ROLE SPECIFIC TASKS

1. To deliver guided self-help using the Centre for Clinical Interventions (CCI) workbooks in GP surgeries across Cardiff.
2. To support the facilitation and delivery of psychoeducational courses – Stress Control and ACT-ion for Living.
3. To take referrals and manage appointment bookings, cancellations and DNAs for own caseload of patients.
4. To have responsibility for supporting a caseload of clients to complete CCI modules, through regular 1:1 meetings.
5. To build and maintain appropriate relationships with GP practice staff and partner agencies within the third sector, primary and secondary mental health services and broader services and community activities as relevant.
6. To promote the concepts of social inclusion, early intervention and recovery.
7. To empathise and positively engage with people, communicating sensitively and using appropriate verbal and non-verbal communication.
8. To carry out other tasks and responsibilities of a similar nature as determined from time to time by the manager in relation to the smooth running of the service and wider ACE work.

## **PROJECT SPECIFIC TASKS**

### **Monitoring and Evaluation**

1. To collect, collate and update monitoring and evaluation data for the service.
2. To ensure that all records and client files are kept up to date and ensure that all personal data is effectively protected and handled, within locally agreed Information Sharing Protocols and in line with ACE policy/procedure and GDPR legislation.
3. To be proficient in IT and data entry, specifically using Lamplight an online database and case management system.

### **Community and Service Provider Involvement**

1. With the rest of the team be fully involved in attempts to ensure the fullest possible involvement of service-users, carers and local service providers in service development by less formal means such as Timeplace (Timebanking), events, focus groups, engaging with groups and individuals etc.
2. To assist in establishing a local infrastructure for service-user, carer and service provider involvement.
3. To support and fully contribute to, a good communication strategy for the service e.g. newsletter, web sites, social media, use of events, publicity campaigns etc.
4. To assist in attempts to engage with communities and service providers across the City where it may help ACE achieve its outcomes.

### **Working across Team Roles**

1. To help establish and maintain project plans for work being undertaken by ACE that is both role specific and general to the work of the whole team.
2. To support colleagues in delivering their own role specific work programmes and receive support from them in turn.
3. Help recruit and support volunteers involved in the work of ACE.
4. Help to embed the values of co-production into all aspects of the work of ACE.

### **Training**

1. To undertake continual professional development as required for ACE.
2. To help prepare and implement training and development programmes that support both individuals and organisations.
3. To participate in clinical supervision.

## **GENERAL TASKS**

1. To work within and promote all of ACE's policies and procedures.
2. To keep accurate records including statistical information where appropriate.
3. To provide written reports and information as requested.
4. To work at other locations as and when required.
5. To attend supervision, training and meetings as and when required.
6. To work flexible hours as appropriate to the needs of the post (including weekend and evening working)
7. Any other reasonable duties requested by the line manager.

This job description outlines the general ways in which it is expected you will meet the overall requirements of this post.

The list of tasks is not an exclusive one and ACE may vary duties from time to time. This job description is subject to regular review.

## **PERSON SPECIFICATION**

### **QUALIFICATIONS AND EXPERIENCE**

- Relevant experience in the delivery of initiatives that promote and support positive mental health and wellbeing.
- Experience in the delivery of training and/or group facilitation
- Experience in providing 1:1 support to people with mild to moderate mental health issues
- Level 3 or higher qualification in a relevant field (e.g. Health and Social Care, Psychology, Counselling, others as relevant)

### **KNOWLEDGE AND UNDERSTANDING**

- A good understanding of the needs of individuals with mild to moderate mental health issues, the additional barriers faced and how to encourage and motivate people towards change.
- Knowledge of the current trends in mental health provision including social inclusion and recovery.
- Knowledge of the potential issues and risks associated with mental health delivery and an understanding of risk assessment and management.
- A good understanding of equalities and working to diverse needs

### **SKILLS AND ABILITIES**

- Ability to support, encourage and motivate people towards change
- Excellent communication and inter-personal skills, with the ability to support people who are distressed or angry and communicate well with the public, colleagues, visitors and partners
- Can complete reports and assessments

### **ADDITIONAL JOB REQUIREMENTS**

- Demonstrates resourcefulness, initiative and a positive Can Do attitude, is solution focused and can see the overlaps with other streams of work
- Is adaptable and takes responsibility
- Is organised, confident, reliable, honest, punctual and enthusiastic
- A good team player who will support colleagues
- Possesses good ICT skills



# Application Process

**Closing date:** 5pm, Sunday 25<sup>th</sup> July 2021

**Interview date:** Friday 06<sup>th</sup> August 2021

**Application Forms:**

Please return completed application forms to [recruitment@aceplace.org](mailto:recruitment@aceplace.org) before the closing date.

Please include your name and the post title in the subject; you will receive an automatic response confirming delivery

**Or, please send a hard copy to:**

ACE  
Ourplace: Dusty Forge  
460 Cowbridge Road West  
Ely  
Cardiff  
CF5 5BZ

**We regret that we will only be able to reply to and give feedback to short-listed applicants.**