



Role Profile

Community Development Worker – Men’s Mental Health

Second Step

9 Brunswick Square

Bristol BS2 8PE

September 2022

1. JOB DESCRIPTION

The job description does not describe a comprehensive list of duties, rather a broader range of accountabilities and performance indicators. The role profile is subject to review and change.

1.1 JOB CONTEXT

Second Step is part of 'Open Mental Health', a Somerset alliance of local voluntary organisations and the NHS. We are working in partnership to ensure that residents of Somerset get the support they need, when they need it. Our shared ambition is to ensure that people living with mental health problems get the right support at the right time. Working together, we support people to live a full life, by enabling access to specialist mental health services, housing support, debt and employment advice, volunteering opportunities, community activities and physical exercise, to help support and improve their wellbeing and quality of life.

Men of all ages are a high-risk group that need dedicated interventions to help them seek support for mental health issues earlier. It is now increasingly understood that a wide range of mental health problems in men are under-diagnosed and under-treated. The consequences of this for men in Somerset and more widely are clear. Too many men lead unhappy and unfulfilled lives. Their physical health suffers too because, instead of receiving professional help, they 'self-medicate' with alcohol or drugs. About 80% of suicides are now male.

Second Step is working with communities across Somerset to develop understanding of men's mental health in the community. Through this project, we aim to raise the profile of men's mental health and increase awareness of suicide prevention. We also want to create spaces for men to talk about their own mental health and facilitate access to local services and networks, including Open Mental Health provision. Reflecting the principles of asset-based community development, this project will connect with existing and emerging provision, working with local partners and using cultural touch points like art, music, sport and comedy to engage men in the messages and activities on offer.

1.2 JOB PURPOSE

- To empower and support individuals and organisations to take action around men's mental health and suicide prevention, using an asset-based community development approach.
- To connect and collaborate with community leaders, local providers, GPs, Somerset Foundation Trust, the Open Mental Health Alliance and national initiatives, to share good practice and shape the development of services and systems.

1.3 VALUES

- **Hope and Courage:** Recovery becomes a reality when we are confident, courageous, and inspire hope in each other.
- **Succeeding Together:** We're at our best when we work together; clients, carers, staff and partners; making the most of each other's experiences, talents and strengths.
- **Building Trust:** When we act with integrity, when we strive to be honest with ourselves and those around us, we can build strong bonds of trust.
- **Celebrating diversity:** We value our differences, understanding that being kind and respectful to each other makes us strong.
- **Learning and growing:** By listening and thinking about how we can learn from our actions, we help create real change for ourselves and inspire those around us.

All staff must continuously demonstrate these values in their professional practice.

1.3 ORGANISATION

Service:	Community & Wellbeing
Provision:	Men's Mental Health Project
Immediate Supervisor:	Team Manager – Open Mental Health
Colleagues/Peers:	Recovery and wellbeing workers, crisis workers, locality coordinator, locality champions
Direct Reports:	None

1.4 JOB ACCOUNTABILITIES

Planning and delivery

- Work with communities and providers to understand local priorities and identify target groups.
- Carry out equality impact assessments to identify and address potential barriers to inclusion.
- Work with the Steering Group, partners and other stakeholders to develop and implement a project plan.

- Work with Second Step's communications team, the Steering Group and partners to develop and implement a communications plan to raise awareness of men's mental health and suicide prevention, and support engagement with project activities.

Awareness and engagement

- Deliver targeted provision, community events and online engagement activities to raise local awareness of men's mental health, suicide prevention and support services.
- Develop and promote a bank of resources to support project aims.
- Link with relevant local and national campaigns and events, to increase awareness and impact.

Collaboration and capacity building

- Empower and support individuals and organisations to take action around men's mental health and suicide prevention, using an asset-based community development approach.
- Support local project leadership by establishing a Men's Mental Health Steering Group.
- Develop strategic partnerships and networks to connect with local services, build capacity in communities and support achievement of project aims.
- Support community-led initiatives by administering the innovation fund and facilitating access to resources and networks.
- Collect and analyse evaluation data, sharing key outcomes and learning with relevant stakeholders and networks.
- Work closely with the Open Mental Health Alliance to support system change and ensure that community priorities are represented in service development.

Other

- Where appropriate, provide cover for colleagues, supervise volunteers, and assist with administrative duties.
- Any other duties commensurate with the role, as required.

1.5 PERFORMANCE MEASURES AND CRITICAL SUCCESS FACTORS

- Increased profile of men's mental health and engagement of target groups.
- Provision reflects local priorities identified through engagement with a wide range of stakeholders.
- Establishment of a Men's Mental Health Group to provide local leadership.
- Coproduction of services to ensure local relevance and ownership.
- Effective collaboration with Open Mental Health partners and other local providers.
- Management of delivery to budget.
- Reporting and evaluation evidences progress against targets and demonstrates reflective practice.
- Full implementation of values, policies and procedures
- Collaboration and contribution to the wider organisation.

2. PEOPLE PROFILE

2.1 PERSON SPECIFICATION

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Ability to work collaboratively and engage a wide range of stakeholders to achieve project goals. ▪ Confident communicator and facilitator, with excellent written/oral presentation skills. ▪ Confident and proficient in using a range of online platforms and networks. ▪ Proficient in using MS Office and other commonly used software. ▪ Ability to collect, collate and analyse data. ▪ Good organisational skills, with the ability to multitask and meet deadlines. ▪ Ability to work on own initiative. ▪ Diligent; conscientious; flexible; a problem solver; and a team player. 	<ul style="list-style-type: none"> ▪ Qualification in psychology, mental health, social work or related subject.

Knowledge	<ul style="list-style-type: none"> ▪ Knowledge of asset-based community development principles. ▪ Understanding of men's mental health issues and support needs. ▪ Knowledge and understanding of support needs of people with mental health challenges and complex needs. ▪ Knowledge of local services and networks in Somerset. ▪ Knowledge of co-production methods. ▪ Knowledge of equal opportunity issues. ▪ Knowledge of health and safety issues, in particular, related to individuals with mental health challenges. 	
Experience	<ul style="list-style-type: none"> ▪ Experience in a community development role. ▪ Experience of working with people with mental health and complex needs, including those who have had thoughts of suicide. ▪ Experience of co-production and service user engagement. ▪ Experience of planning and delivering community engagement activities and events. 	<ul style="list-style-type: none"> ▪ Lived experience of mental health issues as a service user/or as an active carer and ability to use experience positively. ▪ Experience of delivering services to support men's mental health.
Values	<ul style="list-style-type: none"> ▪ Committed to co-production and a collaborative approach to learning. ▪ Commitment and ability to foster a recovery focussed approach. ▪ Appreciation that each individual is an expert by experience in their own recovery journey. ▪ Commitment to empower clients to develop hope, meaningful relationships, autonomy and resilience to seek opportunity and fulfilment. ▪ Commitment to diversity and equal opportunities. 	

Other	<ul style="list-style-type: none"> ▪ The ability to travel to several appointments daily (including in rural areas with limited/ unreliable public transport) is essential 	
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2.2 COMPETENCIES

Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
<p>Achieving Results</p> <p>Relevance to Recovery: Services reduce barriers, support service users to find their own solutions and to achieve positive outcomes.</p>	<p>Plans own work and meets agreed goals within the time available</p> <p>Can problem solve alone but knows when to involve others. Able to use more than one approach when solving problems.</p> <p>Works hard and stays focussed on priorities, increases effort without guidance</p>	<p>Prioritises key tasks and manages own workload, taking into account the impact of own work priorities on those of others.</p> <p>Able to use a range of approaches to analyse and manage problems and performance issues.</p> <p>Sets appropriate targets for self and others, will “go the extra mile” to deliver work on time and within budget.</p>	<p>Adjusts own work priorities to take other’s priorities into account, and involves other people to achieve goals.</p> <p>Carries out complex analysis of problems, develops innovative approaches to problems and takes calculated risks.</p> <p>Sets appropriate long term objectives that improve the service and the performance of the organisation.</p>
Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
<p>Customer Care</p> <p>Relevance to Recovery: Everything we do and how we do it carries the message that</p>	<p>Understands explicit service user needs, including cultural needs and supports service users to develop skills to meet their needs.</p>	<p>Understands explicit service user experiences and needs and identifies ways in which the service can respond effectively.</p>	<p>Understands both explicit and implicit service user needs and identifies ways in which service/organisation can respond effectively.</p> <p>Develops strategies for involving service</p>

<p>recovery is possible for everyone using our services.</p> <p>Customers include: Service users Carers Members of the public External agencies Funders Any other interested parties</p>	<p>Ensures that their service/team does not discriminate against people on the grounds of age, gender, race, ethnicity, faith, sexual orientation or ability.</p> <p>Works hard and invests time getting to know and developing good working relationships with service users and other customers.</p> <p>Knows who their key customers are and is able to change own style to suit different customer's needs.</p>	<p>Understands and identifies discrimination and social exclusion and acts to reduce it in service delivery.</p> <p>Develops feedback and evaluation systems that improve services.</p> <p>Contributes to a culture which is customer focussed and where the customer comes first, including responding to both internal and external customers.</p>	<p>users in measuring the performance of services.</p> <p>Promotes awareness of the impact of stigma and discrimination and acts to reduce it, both within the organisation and with external agencies.</p> <p>Identifies and nurtures customer contacts that have a positive impact on work and/or Second Step.</p>
<p>Competency</p>	<p>Entry Level (2)</p>	<p>Desired Level (3)</p>	<p>Exceptional Level (4)</p>
<p>Effective Communication</p> <p>Relevance to Recovery: How we talk to people, our non verbal communication, how we record our work, all give a positive message of hope and recovery.</p>	<p>Understands the information required by their peers and reports and is skilled and confident at communicating with, and listening to, others.</p> <p>Designs and writes well structured, clear and relevant documents, letters and reports.</p>	<p>Plans and manages all communications and ensures they are clear, effective and have maximum impact.</p> <p>Is a sensitive communicator, able to diffuse difficult situations by careful handling of communications.</p> <p>Designs and creates effective</p>	<p>Has highly developed presentation abilities and is effective at promoting the key messages and objectives of organisation.</p> <p>Plans communication around the needs/objectives of the audience.</p> <p>Distils key messages or key conclusions from complex situations.</p>

	Communicates with others in a form and manner that takes into account their background, culture and level of understanding.	presentations and reports and is skilled and confident in presenting to audiences.	
Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
<p>Partnership and Teamwork</p> <p>Relevance to Recovery: All team work and partnerships should centre on the support requested by an individual and work collaboratively to achieve this. Every service user should have full knowledge of who is involved in their support.</p>	<p>Develops and maintains effective working relationships, understands and contributes to the collective responsibility for achieving results.</p> <p>Helps team decision making by their own contribution and supporting others to contribute.</p> <p>Makes a positive contribution to wider team processes such as problem solving, or implementing change.</p>	<p>Always tries to understand the needs and priorities of colleagues and reports, builds relationships based on co-operation, respect and trust.</p> <p>Facilitates in their team a culture of openness, co-operation, trust and responsibility.</p> <p>Shares power within the organisation and across networks and develops constructive relationships with SMT and other stakeholders, to enable their true involvement in decision making.</p>	<p>Able to work effectively in different cultural situations and with different groups.</p> <p>Able to identify and understand 'politics' and negative behaviour in others and work through and resolve these positively and tactfully.</p> <p>Is seen as a role model for partnership and teamwork.</p> <p>Respected and trusted by everyone they work with</p>
Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)

<p>Personal and Professional Development</p> <p>Relevance to Recovery: Being open to learning about ourselves and from others, being committed to continual learning and development, assists us to support individuals in their recovery.</p>	<p>Understands the nature and causes of their emotional reactions to particular situations and actively manages own emotions and reactions when necessary.</p> <p>Is sensitive to the needs of others in difficult or pressured situations.</p> <p>Actively participates in supervision, reflects on supervisor’s feedback and applies this learning to future work.</p>	<p>Knows their strengths, and limitations, and understands how they impact on others in a range of situations, including when providing leadership that makes a difference to their team.</p> <p>Recognises others’ anxieties and problems, and facilitates them to find ways of dealing constructively with these.</p> <p>Uses reflection on their work in supervision to maintain and improve their work.</p> <p>Maintains their own personal and professional development by using both formal and informal learning opportunities, independent of/in addition to, their supervisor’s suggestions.</p>	<p>Is open and realistic about their own competencies and shares this self appraisal with their supervisor. Uses feedback from their supervisor to improve their self appraisal skills.</p> <p>Actively shares their own learning with people they supervise.</p> <p>Is able to reflect on the quality of supervision given and received and seeks to address any concerns appropriately.</p> <p>Is a self-directed learner, able to accurately assess own development needs and consistently seeks to acquire new skills, knowledge and learning opportunities.</p>
<p>Competency</p>	<p>Entry Level (2)</p>	<p>Desired Level (3)</p>	<p>Exceptional Level (4)</p>
<p>Service Area Expertise</p> <p>Relevance to Recovery: Services support individuals to find ways of understanding</p>	<p>Understands the specialist and/or professional requirements of the job and applies this in their day to day work.</p>	<p>Has a comprehensive understanding of the specialist and/or professional requirements of the job and applies this in all areas of their</p>	<p>Invests considerable effort in maintaining specialist and/or professional knowledge, experience and skills.</p> <p>Keep abreast of new thinking in area of</p>

<p>and meeting their own needs.</p>	<p>Has an up to date knowledge of the full requirements of the job and is willing and able to learn new skills as necessary.</p> <p>Applies Equal Opportunities principles to practice within own service/team.</p>	<p>work.</p> <p>Acts as a reference point within own particular service/team.</p> <p>Ensures the service/team respects diversity in all aspects of service delivery.</p>	<p>expertise.</p> <p>Is recognised as the expert in own particular service /team.</p> <p>Promotes respect for diversity with internal and external customers</p>
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