



**GLASGOW ASSOCIATION FOR MENTAL HEALTH**

**JOB DESCRIPTION**

**POST: RELIEF WORKER**  
**ACCOUNTABLE TO: PROJECT LEADER**  
**REPORTS TO: PROJECT WORKER/TEAM COORDINATOR**

**GAMH - Our Approach**

Glasgow Association for Mental Health is an independent Scottish charity that provides community based support to the people of Glasgow and their communities. The services and opportunities we offer help people who are recovering from mental health problems to live the lives THEY want to live. We also support Carers, including Young Carers and promote the equality, inclusion and human rights of people who have been affected by mental ill health. We work with people in ways that encourage hope (belief that recovery is possible) learning and self confidence. We recognise that people are the experts in their own lives and their own health. They are experts by experience and have the right to make their own choices and decisions.

We recognise that the effects of inequality and stigma and discrimination make recovery more difficult than it should be and undermine people’s sense of wellbeing. As an organisation we work to ensure that both as a service provider and as an employer, we avoid discrimination and promote fairness and inclusion for everyone.

**Purpose**

The role of the Relief Worker will contribute to the effective delivery of our community based support services ensuring that they meet key service objectives and the expressed needs of service users and carers. The Relief Worker will encourage the people we support to lead the life they want to lead by adopting a recovery focused approach to practice which encourages and supports people to build in confidence, self-esteem and to increase and develop life skills to plan for their future.

## **Specific Responsibilities – Service Delivery**

The Relief Worker will:

1. Work collaboratively with the service user to develop an individual support plan using agreed GAMH paperwork with the supervision of the Project Worker.
2. Work in partnership with the service user or carer to identify support goals and regularly review user defined outcomes under the supervision of a Project Worker.
3. Facilitate opportunities for service users and carers to build networks of support so that they are more connected with their communities and have links with other people and resources that are important to their health and wellbeing.
4. Support service users to sustain their tenancies and build a sense of home.
5. Contribute to the support of carers by offering them information about appropriate resources and carer support services as appropriate.
6. Participate in and facilitate other support opportunities as directed.

## **Practice Development Tasks**

To contribute to the team approach to plan and offer support as identified in the Personal Support Plan. This will be done in partnership with the service user and other stakeholders under the direction of the Project Worker.

To ensure compliance with agreed team working practices which ensure participation of all team members and encourage effective and safe practice.

To contribute to the development, implementation and review of support plans with service users and carers.

To work in partnership with service users and carers, key people and others within and outside GAMH to promote service user and carer's choice about their support.

To review with the service user the outcomes of agreed support and service arrangements and to provide feedback to the Project Worker.

To promote the protection of service users and carers including ensuring that you can access and understand information about the legal and organisational requirements for the protection of adults and children.

To work with other team members to ensure compliance with systems, procedures and practice that support positive outcomes for service users and carers.

To use organisational procedures to challenge poor practice and to record and report any issues of poor and malpractice to appropriate person.

### **Others**

To take responsibility for and keep up to date with current practice and maintain records of your own personal and professional development, according to legal and organisational requirements.

To ensure that the Scottish Social Services Council (SSSC) Codes of Practice are complied with at all times.

To participate in out-of-hours work.

To carry out any other duties and responsibilities consistent with the post as directed by the Project Leader.