



A MENTAL HEALTH SOCIAL MOVEMENT

OFF THE RECORD (BRISTOL)

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

Job Pack

Early Intervention in Psychosis (EIP) Support Worker

Thank you for your interest in this role, please find below some information to help you decide if you would like to apply. In the interests of equality CVs will not be accepted, so please apply via the website. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

The closing date for this role is **Thursday 18th September 2025 at 11:59pm** and interviews will be held week commencing **Friday 25th September 2025**. Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates at application stage.

If you have any questions about the role, contact **Zach** – Zach@otrbristol.org.uk

Role Summary

Job Title	Support Worker for Early Intervention in Psychosis (EI)
Salary	OTR Band B+ Starting salary £26,882
Hours	37.5 per week 1.0 fte
Contract	Permanent
Leave	Flexible - our basic entitlement is 32 days (pro rata). However, OTR operates a flexible leave policy and you are entitled to request as much leave as you would like and need.
Pension	With The People's Pension - 3% employer contribution on qualifying earnings
Location	Based at Campbell House, Montague Place, Bristol, BS6 5UB. With frequent travel throughout Bristol.
Accountable to	Team Manager (NHS Partnerships) Team Manager (Early Interventions for Psychosis)
Job Purpose	<ul style="list-style-type: none"> • To work effectively with mental health professionals to collaboratively support service users (aged 14-35) to navigate and engage with services (involves both social and clinical interventions) • To connect service users with community resources and to support them to see an improvement in their wellbeing. • To work within a recovery and psychologically informed approach, taking a holistic view to support people's recovery to live fulfilling lives. • To ensure that services are tailored to an individual's cultural and social needs.
Key Relationships	<ul style="list-style-type: none"> • Early Intervention Team Management and Staff • OTR staff • Bristol Mental Health external partners • External partners and stakeholders • Young People and their circle of support

Role Description

Role Spec	<ul style="list-style-type: none"> • To build trusting and collaborative relationships with service users aged 14-35 referred into the Early Intervention in Psychosis team. • To co-produce, implement and review a recovery plan, crisis plan and other self-management tools (e.g. Wellness Recovery Action Plan), in partnership with service users and in line with best practice. • The person may have the opportunity to co-facilitate therapeutic groups. Examples include; friends and family groups, art therapeutic groups, music groups, peer support group, reference group, allotment group, walking group, activity group, mindfulness group, recovery group • To work alongside care-coordinators as an associate worker. This will require referring and liaising effectively with all professionals, agencies and other parties involved in the service users care, in order to deliver a holistic package of support. • To be able to support people with graded exposure anxiety work • To work closely with other colleagues within the service and build strong partnerships with other agencies across health and social care, education, employment, the voluntary and community sector and wider youth service provision in the city. • To identify, assess, contribute, maintain, feedback and manage risk. • To work in a safe manner using a positive risk-taking approach, ensuring the health and safety policies of Mental Health Bristol are implemented and fully adhered to. • To have up-to-date safeguarding training and ensure that safeguarding policies and procedures are fully adhered to and that a Think Family approach is embedded within working practice. • To enable delivery of the recovery plan and to enable service users to make informed decisions about their mental wellbeing, maximising their independence and providing advocacy where appropriate. • To work in a culturally sensitive way with all service users, families and carers, tailoring services to meet their individual needs, challenging stigma and discrimination, advocating for service users where necessary, and ensuring up-to-date community knowledge. • To work capably with a range of young people and families/carers across a diversity of cultural, religious, socio-economic, age, sexuality and gender based differences. • To actively participate in supervision and team meetings both within Off the Record and the EI team. • To proactively seek advice and support from colleagues and other agencies when needed. • To promote and facilitate service user involvement and inclusion within wider structures to ensure a feedback loop is in place. • To contribute to project work, development initiatives and the implementation of policies and procedures with guidance from Off the Record and the Team Manager. • To ensure up to date and clear record keeping in line with AWP policies and RIO records management system. • To make best use of supervision, training and staff development. Ensuring up to date and clear record keeping in line with policies. • To collaborate with other team members to maximise service performance, meet targets and Service Level Agreements and promote effective communication and teamwork. • Working days are Monday – Friday. Hours typically involve working 9-5, however there will occasionally need to be flexible working after 5pm in order to meet the needs of the service • To contribute to delivery of the Recovery College, promoting college activities and enabling access to Service Users, family and carers. In partnership, to contribute targeted youth activities to the college programme. • To maintain hope and optimism for the individual with high
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	<p>expectations for recovery.</p> <ul style="list-style-type: none"> • To work closely with carers, families and children and other services directly involved within the Service User's Care.
General	<ul style="list-style-type: none"> • To engage in training and development appropriate to the role. • To commit to the core values and beliefs of OTR, including young people's empowerment and participation. • To ensure all paper and electronic personal records are always managed and stored safely in line with OTR and AWP policies • To respect and maintain the confidentiality of all staff, volunteers and young people at OTR internally and with external agencies.

Person Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • A good general standard of education and a demonstrable ability to apply learning. 	<ul style="list-style-type: none"> • Relevant recognised qualification in field i.e. RMN, Youth Work, Social Work etc.
Experience	<ul style="list-style-type: none"> • Experience working in health and/or social care settings. • Demonstrable experience working with people with mental health needs, or people with complex needs. • Demonstrable experience working with young people. • Proven experience of working with people with multiple needs (e.g. mental health, homelessness, alcohol/drug dependency long term conditions). • Proven experience of carrying out needs and/or risk assessments and the support planning process. • Experience of working with a number of individuals with competing needs and priorities. 	<ul style="list-style-type: none"> • Proven experience of mental health issues and/or services, either as a user, carer or supporter.
Knowledge	<ul style="list-style-type: none"> • Proven knowledge of support needs of people with mental health needs. • Proven knowledge of equal opportunities issues. • Proven knowledge of health and safety issues, especially those relevant to mental health. • Proven knowledge of safeguarding policies and procedures relating to adults and children and young people. 	<ul style="list-style-type: none"> • Knowledge of welfare benefits. • Knowledge of the social care sector. • Knowledge of working with people with drug and alcohol dependency, learning disabilities or complex needs.
Skills & Abilities	<ul style="list-style-type: none"> • Good standard of numeracy and literacy skills. • IT skills including ability to produce various documents in Word, and use of email and internet. • Ability to record information accurately and in a timely manner. 	
Personal Qualities	<ul style="list-style-type: none"> • Methodical and thorough. • Self-motivated. • Efficient and pragmatic. • Work with a Recovery focused approach. • Resilient; able to model good self care. • A demonstrable commitment to personal growth and development. 	

	<ul style="list-style-type: none"> • Values-led with a personal commitment to equality, diversity, social justice and change. • A strong personal interest in and commitment to the mental health and wellbeing of children and young people. 	
Other	<ul style="list-style-type: none"> • A willingness to work flexibly. • A current full driving licence and access to appropriate transport. 	

About OTR

OTR is a mental health social movement by and for young people. The charity is at an exciting stage of its 60-year history and is proud to be reaching more young people than ever before (over 17,000) across Bristol, South Gloucestershire, and North Somerset with creative and diverse mental health and wellbeing information and support.

Our approach to mental health is grounded in a set of beliefs and assumptions that underpins all our work. We believe in celebrating diversity, empowering and mobilising young people to make change, and that catering to the unique strengths, interests and circumstances surrounding young people is key. Our approach centres on collaboration and partnership, building relationships between individuals, peers and communities.

Each day is as engaging and fulfilling as the last, and with a network of supportive, community minded people, we hope you'll feel welcome here. As a thank you, we like to compensate our employees for the important work they do with a range of benefits including a flexible leave policy, healthcare cost assistance with HealthShield, flexible and hybrid working arrangements, enhanced sick pay, parental leave, continual training and development, and many in-house events and initiatives.

At OTR, whatever your role or professional background, you will be expected to work in a way that is anti-oppressive and inclusive. A key focus for OTR is to develop an organisation that is inclusive for all but we do not claim to be experts in this. We are committed to continuous learning and improvement in these areas and invite you to join us on this journey.

OTR recognises the benefits to individual practice and organisational credibility of having a diverse community of staff and volunteers and to this end is continually working towards building and maintaining an environment which values and pursues diversity accordingly.

We recognise that tackling systemic inequality, prejudice, racism and oppressive practice requires each of us to actively engage, self-examine and make changes where necessary, to improve access and equitable experience for all in society and all of those who come through our doors at OTR.

What we value:

- **Championing Humanity:** valuing the inherent dignity of each and every person, supporting and celebrating expression of identity in all its forms
- **Being Curious:** taking an interest in how things work and could be improved, noticing and exploring perceptions and experiences whether collective or individual
- **Positive Disruption:** naming systems, structures, and attitudes that hinder supportive social change, seeking ways to overturn barriers to progress
- **Seed Sowing:** with an eye to the potential of the long term, seizing present moments and opportunities to set in motion shifts to benefit young people
- **Deeply Rooted:** carefully developing systems and processes that ensure our operations are secure, safe and dependable, supporting effective communication and making accountability clear

What we believe:

- Our offer should be inclusive of all cultures and identities
- Young people have unique strengths, interests and circumstances
- The world around us impacts our wellbeing
- Placing young people at the heart of our work
- Innovating and evolving to improve our offer for young people
- Relationships are what make the difference
- The power of partnerships