

**Module Title & Code: Changemakers:
Building your Personal Brand for
Sustainable Employment
(BMHP5015) _ BIRM**

**Assignment Title: Component 2:
Assignment (Report)**

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Introduction

Mental health support job roles are becoming increasingly crucial since the percentage of mental ill health in sickness absence is 7.9, and it is the most prevalent work-limiting condition in younger adults (Mental Health Foundation.org.uk, 2023). This report will consider employability skills, self-evaluation, development planning, and professional identity. I am driven to undertake this position because I will be serving vulnerable people and being a part of the practice of person-centred mental health care.

Job Advertisement

Mental Health Support Worker

[Marva Group](#) 

Birmingham B6

£14 an hour - Full-time

[Apply now](#)



Job details



Pay

£14 an hour



Job type

Full-time

Location



Birmingham B6

Full job description

Join Our Team as a Mental Health Support Worker

Are you a dedicated and experienced Mental Health Support Worker looking for a rewarding role supporting young adults and children with mental health needs across the Midlands? We are a leading care provider seeking compassionate, skilled professionals to deliver exceptional, person-centred care to individuals with mental health conditions and challenging behaviours.

This role is ideal for someone who is empathetic, patient and resilient, with a genuine passion for empowering clients to live fulfilling and independent lives at home.

What We Offer Our Care Team

We value our team and offer a rewarding package for this role:

- A competitive salary
- Rota's 4 weeks in advance
- Ongoing training and development, including specialist clinical refreshers.
- Supportive management and clear career progression opportunities.
- Access to your holiday pot at any time, release the funds when you need it most.
- 24/7 support, always somebody on hand to advise and help

Essential Requirements for this Mental Health Support Role

To be successful in this position, you will need:

- A minimum of 12 months' experience supporting adults with mental health needs.
- Experience managing challenging behaviours and safeguarding vulnerable adults.
- Confidence using digital care systems for documentation and reporting.
- Excellent communication skills with a calm and empathetic approach.
- Current PMVA certificate
- Eligibility to work in the UK (Right to Work documentation required).

Desirable Qualifications

- A valid UK driving licence and access to your own vehicle
- NVQ/QCF Level 2 or 3 in Health & Social Care (Mental Health)

About The Role

Your Responsibilities as a Mental Health Support Worker

In this vital health and social care role, you will support young adults and children with mental health needs to enhance their well-being and independence. Your key duties will include:

- Providing direct care and emotional support to adults with a range of mental health conditions.
- Applying de-escalation techniques to manage challenging situations calmly and safely.
- Supporting daily living activities, including meal preparation, routines, and community engagement.
- Maintaining accurate digital care plans, incident reports, and risk assessments.
- Collaborating effectively with families, healthcare professionals, and multi-disciplinary teams (MDTs) to ensure positive outcomes.

Required Criteria

- Confidence in using digital care planning systems.
- Excellent communication skills and a calm, resilient and professional attitude.
- A valid UK driving licence and access to your own vehicle.
- Eligibility to work in the UK.

Desired Criteria

- NVQ/QCF Level 3 in Health and Social Care (Adults or Children).
- Current First Aid training.

Figure 1: Mental Health Support Worker Job Advertisement

Source: (Indeed.UK, 2026).

Job Role Employability Skills

Table 1: Job Role Employability Skills Source: Self-made

Employability skill from advert	What the advert specifically requires	Why it matters in this role	How it improves performance
<i>Communication and relational engagement</i>	Excellent communication skills with a calm and empathetic approach; direct emotional support; work with families and MDTs	Service users may be distressed, withdrawn, anxious, or unable to explain needs clearly	Builds trust, reduces distress, improves care coordination, and supports accurate handovers
<i>De-escalation and behaviour management</i>	Experience managing challenging behaviours; applying de-escalation techniques; current PMVA certificate	The worker must respond safely in tense or escalating situations	Prevents harm, supports safety, and maintains therapeutic relationships
<i>Safeguarding and risk awareness</i>	Experience safeguarding vulnerable adults; maintaining incident reports and risk assessments	The role involves vulnerable people with mental health needs and possible risk factors	Promotes lawful, ethical, preventive, and accountable practice
<i>Digital documentation competence</i>	Confidence using digital care systems for documentation and reporting; maintain care plans and records	Accurate records are essential for continuity, monitoring, and escalation	Improves accountability, decision-making, and safe ongoing care
<i>Teamwork, resilience, and independence support</i>	Work with healthcare professionals, families, and MDTs; remain calm, resilient, and professional; support routines and community engagement	The role combines emotional demand with practical support in everyday living	Strengthens consistency of care, emotional stability, and service-user independence

The **communication and interactions** are core since the posts entail emotional support of young adults and children with mental health needs, communication with families, and multidisciplinary teams' liaison. Empathic communication that is delivered calmly leads to the establishment of trust, lessens distress, and facilitates the transfer of information, thus enhancing coordinated and person-centred care (Byrne et al., 2024).

The presence of **de-escalation and behavior management** is crucial, as the advertisement clearly states that one must experience difficult behaviors and a prevailing PMVA certificate. Practically, the skills assist the worker to react safely when agitated, avoid injuries, and uphold

therapeutic relationships to enhance service-user safety, staff confidence, and stability in supporting settings (Mitchell et al., 2020).

Protection of awareness is also necessary since the position involves protecting vulnerable adults together with the acknowledgement of danger, recording of concerns, and adhering to reporting steps. Good safeguarding practice leads to satisfactory performance as it enhances lawful, ethical, and preventive care particularly whereby the service users front-up with mental ill-health, low resilience, or reliance on others as support units (Highspeedtraining.co.uk, 2026).

Digital documentation skills are important since the worker must keep care plans, incident reports, and risk assessment through digital systems. Proper records enhance continuation, accountability, and decision making between shifts and services. This improves performance as the interventions, risks and outcomes are documented transparently and can be used to make safe care (Indeed.UK, 2026).

Resilience, independence-promotion, and teamwork are also essential since it is an MDT involvement alongside a daily-living assistance role. The regular collaboration with other staff members, emotional stability, and promotion of interaction with the community contribute to the fact that service users can lead their own lives at home, which is a characteristic of person-centred mental health practice and enhances recovery-oriented outcomes (Rudnick, 2021).

Evaluating My Own Skills

Table 2: Self-Assessment of My Skills and Strengths

Source: Self-made

Skill area	Current level	Specific current strength	Realistic evidence from previous experience	Relevance to Mental Health Support Worker role
Communication	Strong	Calm listening, clear verbal explanation, respectful tone	While volunteering at a local community wellbeing drop-in, I greeted attendees, explained activity schedules, and reassured anxious visitors who were unfamiliar with the setting	Supports emotional reassurance, family communication, and MDT updates
Empathy and patience	Strong	Able to remain compassionate and non-judgemental	During informal support to an elderly family acquaintance with low mood, I listened patiently, encouraged routine, and avoided dismissive responses	Supports person-centred care and trust-building
Teamwork	Strong	Reliable collaboration and information sharing	In group coursework and a short care-shadowing experience, I followed instructions, shared observations, and completed tasks on time	Relevant to working with families and healthcare professionals
Basic safeguarding awareness	Moderate	Recognises the need to report concerns appropriately	During health and social care study, I completed safeguarding-related class tasks and understood escalation to senior staff rather than handling concerns alone	Relevant to protecting vulnerable adults
Digital documentation	Moderate	Comfortable with basic electronic recording	I used Microsoft systems and simple digital forms to log attendance, notes, and activity updates in a voluntary setting	Relevant to care plans, reports, and risk documentation
Behaviour management	Developing	Can stay calm but need formal training	I have observed anxious behaviour and responded supportively, but I have not independently managed aggressive or escalating incidents	Relevant to de-escalation and PMVA expectations

Based on the profile of my current skill set, I have a plausible basis in the Mental Health Support Worker position, especially in the areas of communication, empathy, collaboration, and rudimentary computer records. Working at a community wellbeing Centre as a voluntary support

worker, I received anxious adults on a regular basis and clarified activities and used calm listening as a way of reducing the initial distress level. This experience implies that I will be able to positively contribute to relational engagement, which is at the core of person-centred mental health support (Byrne et al., 2024).

The table also indicates that my strengths are strongest where the vacancy prioritises direct interaction and coordinated care. For example, each time I was able to help a support worker with the weekly review sessions, I questioned how brief updates, respectful language, and reliability contribute to the working process in multidisciplinary teams and continuity of care. The fact I was exposed to writing down attendance notes, wellbeing observations on a basic electronic system also makes one think that I have a realistic starting point to become confident with digital care planning, reporting, and accountability in practice (Indeed.UK, 2026).

Table 3: Areas of Improvement and Who Will Help Source: Self-made

Area for improvement	What exactly needs development	Why this gap matters for this advert	When to address it	Who will help	What they will do to help
<i>PMVA and de-escalation</i>	I need an accredited PMVA certificate and practical confidence in responding to aggression, emotional escalation, and risk behaviours	The advert clearly requires a current PMVA certificate and experience managing challenging behaviours safely	Within the first 6 months	Accredited PMVA trainer, placement supervisor, employer mentor	The trainer will teach approved de-escalation and breakaway techniques; the supervisor will explain how these are applied in real care settings; the mentor will help me reflect on incidents and improve my response
<i>Advanced safeguarding application</i>	I need stronger applied knowledge of recognising abuse, documenting concerns accurately, and escalating safeguarding issues correctly	The role involves safeguarding vulnerable adults, maintaining risk awareness, and making appropriate reports	Within the first 4 months	University tutor, safeguarding course provider, future line manager	The tutor will help me connect safeguarding theory to practice; the course provider will deliver formal training and case scenarios; the line manager will explain workplace safeguarding procedures and reporting routes
<i>Formal digital care documentation</i>	I need more practice using digital care systems for care plans, incident reports, daily notes, and risk assessments	The advert specifically requires confidence in digital care systems for documentation and reporting	Within the first 8 months	Placement supervisor, senior support worker, employer induction lead	The supervisor will show how records are written professionally; the senior support worker will model accurate note-writing and record updates; the induction lead will teach the specific digital system used in the workplace

The table reveals that my development requirements are not the areas of general weakness because it is possible to identify the areas in which my current profile falls short of the specific demands of the Mental Health Support Worker vacancy. The highest priority on PMVA training is the most pressing as the employer requires the safe management of the challenging behavior

which demands both certified learning as well as the applied confidence. Protecting is the second priority as the position implies vulnerable adults, risk consciousness, and formal escalation responsibilities, i.e., I will have to go beyond theoretical knowledge to accurate and responsible practice.

There is also the need to have a specific development in digital documentation because the position involves having confidence in documenting care plans, incidents, and risk information in the form of formal systems. The individuals described in the table are significant as each one of them would play a different role in my development: trainers would offer systematic skill growth, tutors would reinforce learning, and supervisors at the workplace would convert learning to practice. This is a professional and realistic attitude towards employability development in which it becomes better by being developed through guided learning, directed exposure, and reflective application as opposed to self-study in the absence of guidance. Such strategy aligns with Jackson et al. (2024), who underline that the process of employability is enhanced by using targeted, role-oriented, and supported development activities with extrinsic learning relationships.

Action Plan and Timeline

Table 4: Action Plan and Timeline Source: Self-made

Timeframe	Goal	What I will do exactly	Resources needed	Intended outcome
Short term (0–6 months)	Gain PMVA and safeguarding competence	Complete accredited PMVA training, complete advanced safeguarding training, and practise applying both through case scenarios, reflective notes, and supervised discussion	Course fees, safeguarding modules, revision materials, travel	Meet key safety expectations of the advert and improve confidence in behaviour management and safeguarding practice
Short term (6–12 months)	Improve digital documentation and operational readiness	Practise writing care notes, incident forms, care plans, and risk assessments; complete First Aid training; observe handovers and record-keeping processes where possible	Templates, supervised practice, First Aid course, observation opportunities	Strengthen documentation accuracy, reporting confidence, and readiness for frontline care duties
Medium term (Year 1–2)	Gain direct care experience	Apply for voluntary, bank, or entry-level support roles and complete regular shifts in supported living, residential care, or community wellbeing settings	CV, cover letter, job alerts, travel planning	Build credible practical evidence of suitability for Mental Health Support Worker posts
Medium term (Year 2–3)	Strengthen applied mental health practice	Seek structured exposure to behaviour monitoring, emotional support, daily routines, community engagement, and multidisciplinary working through ongoing supervised practice	Workplace supervision, shadowing, CPD notes	Develop stronger role-specific competence in person-centred mental health support
Long term (Year 3–4)	Achieve qualification progression	Start or complete Level 3 Health and Social Care and link learning directly to mental health support responsibilities	College/provider access, study timetable, assessment support	Meet desirable qualification criteria and improve long-term professional credibility
Long term (Year 4–5)	Secure stable progression and strengthen employability profile	Develop LinkedIn, gather references, maintain a CPD record, attend sector events, and apply strategically for stable full-time Mental Health Support Worker roles	LinkedIn, networking events, CPD log, application tracker	Become a stronger long-term applicant and progress into a stable full-time post

Within the **first half year**, I will undergo accredited PMVA and further safeguarding training to comply with the expectations of the vacancy around de-escalation, challenging behavior, and protection of vulnerable adults. The techniques will be delivered by the training provider, and my tutor and mentor will assist with reflection of the situations and putting the learning into practice in a safe way, enhancing preparedness (Mitchell et al., 2020).

In **months six through twelve**, I will enhance digital documentation and operational preparedness through practicing care notes, care plans, incident forms, and risk assessments and fulfilling First Aid training and handover observation. The placement supervisor and senior support worker will demonstrate the process of recording, which will assist me in gaining confidence, accountability, and consistency in the support process (Indeed.UK, 2026).

In **Years one to two**, I will pursue voluntary, bank, or entry-level care positions in the supported living, residential care, or community wellbeing environments. This will be aided by careers advisers, recruiters, and employers as they will be screening applications and finding

opportunities. This objective is important since, over time, exposure to direct care will give evidence that I will be able to safely work with vulnerable service users (Jackson et al., 2024).

Years **two to three** will involve solidifying applied mental health practices by becoming exposed to activities related to monitoring behavior, emotional support, routine-based activities, community contact, and multi-disciplinary work. Twisting practice situations under the guidance of line managers, mentors, and MDT colleagues will assist me to overcome the observation stage towards contribution. This phase contributes to the mental health care skills that are person-centred (Rudnick, 2021).

In **Years three and four**, I will begin or finish Level 3 Health and Social Care to reinforce my formal knowledge and bring me closer to the preferable requirements of the advert. The tutors, assessors, and employers will offer me guidance and help on my progress by teaching, providing feedback and as well as workplace implementation. This qualification will show the interest in development and enhance my credibility in support work (Highspeedtraining.co.uk, 2026).

In **Years four to five**, I will aim at achieving full-time progression through building LinkedIn, collecting references, keeping CPD records, attending sector events, and tactical application to appropriate posts. The recruiters, supervisors, and mentors will contribute to enhancing my visibility and readiness to work. This last step is relevant since the use of networks, evidence, and development in addition to skills is crucial to employability (De Schepper et al., 2023).

Building My Personal Brand

Table 5: Building My Personal Brand

Source: Self-made

Personal Brand Element	What I will specifically present	How it links to the job role
Core values	Compassion, respect, confidentiality, dignity, resilience	Required for supporting vulnerable mental health service users
Communication style	Calm tone, active listening, non-judgmental language	Matches requirement for empathetic interaction and emotional support
Evidence of skills	Volunteering in wellbeing setting, communication examples, teamwork tasks	Demonstrates practical readiness for care responsibilities
Training focus	PMVA, safeguarding, First Aid, digital documentation skills	Directly aligns with advert requirements
Professional platforms	Tailored CV, LinkedIn profile with mental health focus, consistent professional wording	Enhances employer perception and credibility

My personal brand will reflect a clear alignment with the Mental Health Support Worker role by consistently demonstrating compassion, professionalism, and resilience across all professional platforms. I will demonstrate myself as an individual who will be able to help vulnerable persons by communicating in a calm way and engaging with empathy that is a crucial element in the context of mental health care (Byrne et al., 2024). The evidence that will be outlined in my CV and LinkedIn profile will include voluntary wellbeing assistance, interaction with at-distressed persons, and collaboration experience. I will also underline constant development, such as PMVA and protecting training, as a demonstration of commitment towards safe practice. Unity in applications, language, and behavior will make certain that my suitability will be easily identified by employers. Bernacki, et al. (2021) mention that strong personal brands are more employable because it helps communicate the professional value and alignment of their role.

Promoting My Professional Identity

CV

Name: Ruth Gathigi

Email: Gathig2018@gmail.com

Contact: 07424211967

Address: 9 Weymouth Close, Coventry, CV3 3ET

Career Objective

To secure a Mental Health Support Worker position supporting young adults and children through person-centred, safe, and compassionate care aligned with safeguarding and MDT practices

Education

- BSc Accounting & Finance
- MSc Management (ongoing)

Relevant Experience

Volunteered at community wellbeing centre assisting individuals with anxiety and low mood; supported daily engagement activities and reassurance

Key Skills

- Empathetic communication
- Active listening
- Safeguarding awareness
- Team collaboration
- Emotional resilience

Technical Skills

- Microsoft Word & Excel
- Basic electronic record systems
- Digital documentation
- Data entry accuracy

**Certifications
(Planned)**

- PMVA Training
- Safeguarding Level 2
- First Aid Certification

**Additional
Strengths**

- Calm under pressure
- Respectful interaction
- Willingness to learn
- Adaptability in care environments

Cover Letter

Name	Ruth	Gathigi
Address:	9 Weymouth Close,	Coventry, CV3 3ET
Email:	Gathig2018@gmail.com	
Contact:	07424211967	

Hiring

Marva
Birmingham B6

Manager

Group

United Kingdom

Subject: Application for Mental Health Support Worker Position

Dear Hiring Manager,

I am writing to apply for the Mental Health Support Worker position at Marva Group, Birmingham, as advertised. What appeals to me specifically about this position is that it will allow me to work with young adults and children with mental health needs and provide the care to them based on person-centred care, which sharply fits my values and professional orientation towards the selected career path.

The key skills I gained working with anxious citizens in a community wellbeing centre allowed me to assist them through clear communication, involvement and encouraging participation, and a respectful and supportive atmosphere. This enhanced my skills of building trust and being sensitive to emotional needs. I know that safety, proper documentation, and collaboration in the multidisciplinary environment are crucial. I am already pursuing PMVA, safeguard, and First Aid training to suit expectations of the role and increase the level of capability.

I believe in my communication, reliability, and dedication in providing safe and effective assistance and I look forward to making my contribution towards your organisation.

Yours

faithfully,

Ruth Gathigi

[LinkedIn](https://www.linkedin.com/in/ruth-gathigi-97984b3a3/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_contact_details%3BAqggA%2FiZQO%2BZrY6nq7EiZw%3D%3D)

[https://www.linkedin.com/in/ruth-gathigi-](https://www.linkedin.com/in/ruth-gathigi-97984b3a3/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_contact_details%3BAqggA%2FiZQO%2BZrY6nq7EiZw%3D%3D)

[97984b3a3/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_contact_details%3BAqggA%2FiZQO%2BZrY6nq7EiZw%3D%3D](https://www.linkedin.com/in/ruth-gathigi-97984b3a3/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_contact_details%3BAqggA%2FiZQO%2BZrY6nq7EiZw%3D%3D)

Building a Network for Successful Employability

Networking Plan

Table 6: Networking Plan Source: Self-made

Networking area	Specific UK platform/event/professional	What I will do exactly	Importance in health and social care sector
<i>Job platforms</i>	NHS Jobs, Indeed UK	Search Mental Health Support Worker vacancies weekly, set job alerts, and monitor entry requirements	Helps identify current vacancies, employer expectations, and required qualifications in regulated care roles
<i>Sector organisations</i>	Skills for Care, Mind UK	Follow updates, access workforce guidance, and review training resources	Strengthens understanding of sector standards, workforce values, and good practice in care delivery
<i>Career events</i>	NHS Careers Events, Health and Social Care Job Fairs UK	Attend events, speak with recruiters, and ask role-specific questions	Provides direct contact with employers and current recruitment priorities in the care sector
<i>Professionals</i>	Mental Health Support Workers, Care Coordinators, Supervisors	Request advice, informal discussions, and guidance on role preparation	Offers practical insight into real workplace expectations and professional conduct
<i>Online networking</i>	LinkedIn UK mental health and care communities	Build connections, maintain visibility, and engage with professional discussions	Supports long-term employability, professional presence, and awareness of sector opportunities

A powerful professional network is significant in that the employment in the health and social care field does not rely on the qualification only, but also the availability of existing opportunities and knowledge of the sector, as well as viable professional contacts. NHS Jobs and Indeed UK will assist me to find the opportunities and compare the expectations of employers. The value of Skills for Care and Mind UK is that it offers guidance on the standards of the workforce, role expectations, and employment opportunities in the field of mental health support. Career events will enable me to express myself directly to the recruiters and learn more about what organisations anticipate of the applicant. The ability to establish connections with existing support workers, care coordinators, and supervisors will also provide me with a realistic understanding of what it is like to work in the job market, in terms of both protection, collaboration, and communication (Lajante, et al., 2023). LinkedIn will contribute to this process and assist me in having a visible and professional online profile. According to De Schepper et al. (2023), good social and professional networks are helpful in facilitating the transition to employment and career development prospects.

Conclusion

This report has critically discussed the prerequisites and the career path of learning to become a Mental Health Support Worker in a healthcare setting in the UK. It has shown that the essential

employability skills (communication, safeguarding awareness, de-escalation, and teamwork) have a direct impact on effective performance and safe care delivery. The self-assessment showed current strengths in the areas of empathy, communication, and teamwork, as well as based on the realistic and role-related developmental points such as training in PMVA, protecting competence, and digital documentation skills. The action plan has a defined path of five years of progression with small but important intervals of training, medium-term experience, and long-term professional development that is in line with the expectations of the sector. In addition, the report has highlighted how personal branding, professional identity, and networking can make health and social care more employable and career progressive. In general, the report represents a well-considered, serious, and strategically oriented attitude towards entering the profession, which will guarantee the preparedness to provide mentally sound, compassionate, and person-centred mental health care in practice.

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