

## Job Description

<b>Job Title</b>	Care Co-ordinator
<b>Service/Department</b>	Sanctuary (Crisis Café)
<b>Salary Band and scale range</b>	£30,401 - £34,782 p.a. pro rota
<b>Hours</b>	4 shifts on 4 shifts off (rolling rota) Out of hours 5pm – 1am (7 days a week inc. B/Hs) (These will change to 6pm-1am when we return to venue/face to face)
<b>Base</b>	Braintree
<b>Responsible to</b>	Team Lead
<b>Accountable to</b>	Service Operations Manager and CEO

### Job Summary:

To be responsible for service users who have complex and substantial mental health needs and are in crisis during out of hours.

The post holder will work as a member of the MDT ensuring that high quality individualised care and support is delivered and that it promotes recovery and maximises independence.

Working within teams it will be a requirement to lead the shift and provide advice and guidance to the support workers. Ensuring a safe environment is maintained at all times.

### Key Responsibilities:

- Ability to establish and maintain therapeutic partnerships with service users and carers in the delivery of psychosocial assessments and interventions
- Ability to manage distress and conflict in day to day work with service users who, as an expression of their distress, may at times be difficult to engage and/or demonstrate significant risk behaviours.
- Ability to communicate clinical formulations and interventions to service users and carers in an understandable manner based on a recovery model of mental illness which inspires hope to the service user and carer.
- Ability to advocate on behalf of the service user with a range of services ensuring that services, as far as possible, reflect their needs and wishes
- Ability to understand and contribute to statutory issues which impact on service users and carers. Performing statutory duties, subject to having received the appropriate training. This may include Multi Agency Public Protection Arrangements (MAPPA) and Safeguarding Adults/Children policies and procedures.
- Reports, and is accountable directly to the service manager.
- The post holder will work collaboratively with colleagues directly involved in the delivery of mental health care, both in the community as well as in hospital in-patient settings and will endeavour to develop good working relationships and networks with other community resources and providers, both statutory and non-statutory.
- The post holder is required to have effective and accurate written and verbal communication skills.
- Ability to demonstrate high level interpersonal and communication skills that promote and maintain therapeutic relationships with service users, their family and carers, and to help the service user overcome any barriers to communication.

- Undertake comprehensive assessment of service users and carer's mental health and social care needs, in accordance with National CPA guidance.
- Assess and manage risk to service users and others, involving possible harm to self or others and to formulate appropriate interventions, if necessary with the support of colleagues, other services or service manager.
- To work to safeguarding Legislation and Policies for Children, Young People and Vulnerable Adults at all times. Provide leadership and expertise when dealing with Safeguarding concerns and manage all recording and reporting processes in line with the Organisation's Policies and SET Procedures
- Exercise clinical and professional judgement which may be in conflict with other professionals or the service user and to understand and apply policies and procedures, which ensure that Mid & North East Essex Minds responsibilities are met.
- Ability to manage a caseload of service users with differing presentations whose condition may fluctuate in severity and complexity.
- The post holder will be expected to manage their own time and to prioritise their caseload and workload effectively, and support the reallocation of workload when other staff are absent for significant periods of time.
- Ability to meet deadlines for reports in accordance with statutory and agency requirements.
- The post holder will be expected to carry out service user assessments autonomously should they be needed. This will be subject to appropriate risk assessments to ensure service user and worker safety.
- The post requires a working knowledge of evidence-based interventions in accordance with NICE and other DOH guidance, and a commitment to develop and apply these skills, including providing education and advice.
- The post holder is responsible for ensuring their health care records are contemporaneous and are of a high quality.
- To support the development of local services taking into account national and local best practice, policies and procedures, which influence the local and national agenda.
- Represent and be an advocate of Mid & North East Essex Mind at all times. Facilitate and attend internal and external Meetings, as necessary
- To support senior staff and actively contribute to the decision-making processes, which directly affect the service provision within the locality.
- To participate fully in the effective monitoring, review and evaluation of the service provided.
- Support HR function in recruitment of staff and volunteers in line with Mid & North East Essex Mind's Policies and Procedures.
- There may be an expectation to supervise junior members of staff.
- The post holder is required, with relevant training, to be able to use both manual and electronic systems of record storage, and may be required to utilise a variety of software applications such as IAPT-US, Youmanage the internet, email and WORD.

**Organisational values:** *Post-holders should be able to demonstrate the following:*

<b>Value</b>	<b>Phrase</b>
<b>Honest</b>	Trust in our honesty
<b>Empowering</b>	Giving others strength
<b>Non-judgemental</b>	Treating all as equals
<b>Respectful</b>	Showing admiration for others
<b>Supportive</b>	Here when people need us

**General:**

- *The post holder will be required to participate in the assessment of risk and thereby contribute towards clinical and corporate governance agenda as appropriate.*
- *The post holder must maintain the confidentiality of information about clients and other services, in accordance with the charity's policy.*
- *The post will be subject to a regular annual staff appraisal.*
- *The post holder will be expected to keep themselves up to date on all matters relating to Mid and North Essex Mind's procedures and policy.*
- *The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or the charity, reporting any potential risks to life or property immediately in accordance with the charity's Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely.*
- *Refrain from smoking in any area of the premises not designated a smoking area.*
- *Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practice continuous professional development.*
- *The charity is committed to Equal Opportunities for all present and potential members of staff and clients. Therefore the charity expects all employees and volunteers to understand, support, and apply this policy through their working practice, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration*
- *Co-operate with all staff in maintaining good relationships with outside agencies and the general public in order to uphold the charity's image and win increased support for its work*
- *Carry out any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by your direct Line Manager*

## Person Specification

### POST: Sanctuary (Crisis Café) Care Coordinator

Category	Essential	Desirable
<b>Education &amp; Qualifications</b>	1. First level registration – RMN or Degree in Social Work (BA)	1. Further relevant Post Qualifying Training ie CBT, PSI.
<b>Experience</b>	2. Significant post basic qualification experience of working with adults with complex mental health needs. 3. Evidence of MDT working.	2. Provision of mental health and social care within the community. 3. Experience of involving service users/ carers in evaluation/planning and monitoring of services.
<b>Skills, Abilities &amp; Knowledge</b>	4. Knowledge of CPA. 5. Understanding of NSF for mental health. 6. Knowledge of Risk Assessment and Risk Management. 7. Knowledge of statutory requirements and legislation ie Mental Health Act, Safeguarding, MAPPA 8. Ability to provide comprehensive assessment of individuals with complex mental health needs. 9. Risk Assessment skills. 10. Risk Management skills. 11. Able to work as part of a team. 12. Competent in the use of Microsoft Word, Office, Outlook and Excel. 13. Ability to demonstrate effective written and verbal communication skills. 14. Ability to work flexibly. 15. Ability to uphold the Organisation's Values and Vision for future development of the Charity. 16. Excellent interpersonal skills. 17. Ability to adapt within a changing environment. 18. Time Management skills. 19. Ability to work under pressure.	4. Care Co-ordination roles and responsibilities. 5. Experience of working with diverse groups ie BME communities 6. Cognitive behaviour therapy skills 7. Brief therapeutic interventions. 8. Research and evaluation. 9. Information and Technology skills. 10. Teaching skills. 11. Leadership skills
<b>Personal Characteristics</b>	20. Empathy and compassion 21. Full UK Driving Licence.	