

## Job Description

<b>Job Title</b>	North East Essex Crisis Café Support Worker
<b>Service/Department</b>	Community Services
<b>Salary Band and scale range</b>	£18,652 - £21,054 per annum pro rata (£9.57 per hour)
<b>Hours</b>	Flexible Shift Pattern (7 hr or 4 hr shifts), rolling rota, 7 days per week excl.BH
<b>Base</b>	Clacton/Colchester
<b>Responsible to</b>	Crisis Café Service Lead
<b>Accountable to</b>	Community Services Manager

### Job Summary:

The North East Essex Crisis Cafés will be staffed by an experienced team who are on hand to listen and provide support to those leading towards a mental health crisis. They will operate from two central locations, one in Colchester and one in Clacton.

Mid and North East Essex Mind are working in partnership with EPUT and The Haven Project to offer the much needed service to our local communities.

The post holder will assess, monitor and support individuals on a one to one basis, via appropriate group work and in partnership with a variety of organisations within the locality. They will have experience in supporting adults in the community, working as part of a wider team with a knowledge of the local community and the support available.

In addition to this, the role will require the post holder to alternate the role of Shift Lead for the team, following the guidance and directive from the Shift Lead Procedure Document in order to facilitate the shift. This will include, but is not limited to, discussing and allocating referrals, to hold a caseload for the evening if capacity allows, ensure the interactions are spread evenly over the evening, and ensure admin is completed by the end of each working shift.

### Key Responsibilities:

1. To provide individualised support, information and access to appropriate services, where appropriate, to vulnerable people in the North East Essex area.
2. To be involved in supporting those who have low resilience and are at risk of, or, experiencing a mental health crisis.
3. To liaise with the Service Lead or other appropriate person to ensure the safety of Service Users and Staff.
4. To liaise with Referrers regarding presenting issues and relevant past history.
5. Under the guidance of the Crisis Café Service Lead and the EPUT Mental Health Nurse, Support Workers will be required to support the Assessment process.
6. Support clients to help identify individual needs and to help provide and encourage a supportive and safe environment for those who would normally have attended A&E for help.
7. To signpost and refer clients to other services, as appropriate.
8. To encourage and listen to the views of clients and to gain feedback on the efficiency and effectiveness of the Service.
9. To record and evaluate the impact of interventions using prescribed and accredited Evaluation tools.

10. To accurately record 1:1 discussions, individual and group observations on the relevant client notes on the database, following the guidance of GDPR. Ensuring that any issues are reported to the Service Lead in a timely manner.
11. To ensure the service remains operational by being flexible and working from either site if required.
12. To attend and actively participate in Supervision, Annual Performance Appraisal.
13. To attend regular Team Meetings, as required.
14. To undertake specific and specialised training in order to support a vulnerable cohort of attendees and maintain continued professional development through attending agreed training and conferences.
15. To work positively as part of a Multi-Disciplinary and Multi-Agency Team and contribute to Team discussions.
16. To support Volunteers coming into the Service and Initiate and maintain good channels of communication and information sharing with all members of the Team.
17. To contribute, creatively, to the development of the service and its activities.
18. To adhere to the Safeguarding Adults Policy and Safeguarding Children's Policy (as appropriate), follow reporting and recording processes in the event of any Safeguarding incidents.
19. To work within the ethos and policies and procedures of Mid and North East Essex Mind.
20. To work within the parameters of the Organisation's and Service Policies, Processes and Procedures.
21. To uphold all Health and Safety processes and Risk Management both for premises and client and staff safety.
22. To participate in research, audit and evaluation as required.
23. Any other duties commensurate with the post and grade.

**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 East 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: Sanctuaries/Crisis Café Support Worker**

Category	Essential	Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Good level of general education including Literacy and Maths at GCSE grade C and above.</li> </ul>	<ul style="list-style-type: none"> <li>• Mental Health First Aid Training</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience of providing care and/or support to adults in a residential or community setting.</li> <li>• Experience of assessment.</li> <li>• Understanding of issues affecting adults with Mental Health issues.</li> <li>• Experience of working with other agencies i.e. Social Care, Primary and Secondary Mental Health Care.</li> <li>• Experience and understanding of Resilience, including strategies to address this in a non-threatening environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with adults with Mental Health difficulties, either in a residential or community setting.</li> <li>• Experience of supporting group work.</li> <li>• Experience of working with adults who lack confidence and self-esteem.</li> </ul>
<b>Skills, Abilities &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of the importance of providing a safe and supportive ethos and environment for clients.</li> <li>• Ability to work on own initiative and as a member of a team.</li> <li>• Good interpersonal and communication skills, both verbal and written.</li> <li>• Ability to remain calm in a stressful situation.</li> <li>• Ability to communicate with different range of cognitive abilities eg learning difficulties, age difference, ethnic minorities, non-verbal clients.</li> <li>• Ability to plan and manage and prioritise own workload in line with shift requirements.</li> <li>• Good IT skills.</li> <li>• Active listening skills.</li> <li>• Understanding of and commitment to Organisation values.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to gather and interpret information.</li> <li>• Monitoring and evaluation skills</li> <li>• Understanding of de-escalation techniques.</li> <li>• Knowledge of Adult Safeguarding issues and experience in reporting and recording in a timely way.</li> </ul>
<b>Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Empathic and sensitive manner.</li> <li>• Flexible, creative and responsive approach.</li> <li>• Car driver/ability to travel between sites.</li> </ul>	