

## Job Description

<b>Job Title</b>	Sanctuary Support Worker
<b>Service/Department</b>	Adult Services
<b>Salary Band and scale range</b>	£19,305 pa pro rata
<b>Hours</b>	2 week rolling rota, (7 shifts over 14 days – e.g. 2 on/2 off/3 on/2 off/2 on/3 off) (7 days a week inc. B/Hs)
<b>Base</b>	Braintree
<b>Responsible to</b>	Sanctuary Service Lead
<b>Accountable to</b>	Community Services Manager

### Job Summary:

The Mid Essex Sanctuary is staffed by an experienced team who are on hand to listen and provide support to those leading towards a mental health crisis. The service currently operates from a location within Braintree during the hours of 18:00-01:00. The team provides support to individuals in crisis and aims to prevent escalation of mental health problems and unnecessary referrals to secondary mental health services, A&E departments, and other emergency services.

We are expanding the service and are looking for an individual who has experience in supporting adults in the community, working as part of a wider multi-disciplinary team, with a knowledge of the local community and the support available.

### Key Responsibilities:

1. To provide therapeutic support, information and access to appropriate Services, where appropriate, to vulnerable people in the Mid Essex area.
2. To be involved in supporting those who have low resilience and are experiencing a mental health crisis.
3. To undertake specific and specialised training in order to support a vulnerable cohort of attendees.
4. Under the guidance of the Sanctuary Service Lead, Support Workers will be required to support the Assessment process.
5. 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.
6. To liaise with Referrers regarding presenting issues and relevant past history.
7. To signpost and refer clients to other services or outreach, as appropriate.
8. To work within the parameters of the Organisation's and Service Policies, Processes and Procedures.
9. To adhere to Safeguarding Adults Policy and follow reporting and recording processes in the event of any Safeguarding incidents.
10. To uphold all Health and Safety processes and Risk Management both for premises and client and staff safety.
11. To encourage and listen to the views of clients and to gain feedback on the efficiency and effectiveness of the Service.
12. To record monitoring data and contribute to Monthly and Quarterly Reports, as requested.

13. Record 1:1 discussion and individual and group observations on the relevant client notes on the database, reporting any issues to the Team Lead/Manager in a timely manner.
14. To contribute creatively to the development of the service and its activities.
15. To work positively as part of a Multi-Disciplinary and Multi-Agency Team and contribute to Team discussions.
16. To attend and actively participate in Supervision and relevant Meetings, as necessary.
17. To support Volunteers coming into the Service and Initiate and maintain good channels of communication and information sharing with all members of the Team.
18. To work within the ethos and policies and procedures of Mid and North East Essex Mind.
19. To maintain professional development through attending agreed training courses and conferences.
20. To record and evaluate the impact of interventions using prescribed and accredited Evaluation tools.
21. To participate in research, audit and evaluation as required.
22. 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: Sanctuary 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>	
<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 e.g. 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</li> </ul>	