# POST: Crisis Support Worker

**LOCATION: Central Hall, Keighley**

**GRADE / SALARY:** **£12.56 per hour**

**HOURS:**  **Ad-hoc relief shifts:**

**Monday to Sunday 4:00pm to 10:00pm or 5:00pm to 10:00pm**

**ACCOUNTABLE TO:**  **Service Lead Safe Spaces**

**Purpose of the Job:**

You will deliver one-to-one crisis support to clients face to face or over the telephone. Safe Spaces is a non-clinical, supportive environment designed to help people in crisis stay safe, work through and understand their feelings, and then help them to access the support they need going forward.

**Main Duties:**

* Deliver one to one support sessions to people in mental health crisis.
* Deliver support in a recovery-focused and person-centred way, which builds confidence and helps people to move forward.
* Manage referrals, book appointments and conduct follow up calls after crisis session.
* Ensure that client notes and information are recorded in an accurate and timely manner and kept updated.
* Make onward referrals and signpost where necessary.
* Assist in risk assessments with multi-disciplinary staff, highlighting any changes in clients' presentation relevant to their safety plan and feedback accordingly.
* Participate in shift handover and team meetings.
* Offer outreach sessions within the community, such as at care homes, community centres, schools and in client homes.
* Liaise with professionals and organisations across the district including referrers and partners.
* Work in line with all relevant safeguarding policies and procedures, ensuring concerns are escalated appropriately.
* Complete all mandatory training including Level 3 Emergency First Aid at Work (including paediatric first aid).

**Values and Behaviours:**

* Create and maintain a culture of respect always challenging and rooting out discrimination and stigma.
* Demonstrate a consistent belief in people and tenacity in supporting people to improve their future.
* Be passionate about our work and inspire others to feel the same.
* Be committed to doing things well and always look for opportunities for improvement.
* Model excellent partnership and team working.

**Person Specification**

Listed below are the knowledge, experience skills and values you’ll need to do this job, we will assess these through your application or through tests or interviews after shortlisting.

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| **Knowledge** | **Method** |
| Qualifications to GCSE Grade 4 or above, or significant equivalent experience | **Application** |
| Awareness or knowledge and/or lived experience of the challenges facing people who have difficulties relating to their mental health. | **Application Assessment** |
| An understanding of different approaches to respond to crisis and mental health distress. | **Application Assessment** |
| Good knowledge of statutory and VCS organisations in the local area that can support our clients. | **Application Assessment** |
| Knowledge of the potential role of peer support in mental health services | **Assessment** |
| Understanding of risk management and safeguarding | **Assessment** |
| **Experience** |  |
| Experience of supporting people in a mental health setting OR experience of working with vulnerable people with multiple risk factors | **Application**  **Assessment** |
| Experience in managing challenging situations | **Application**  **Assessment** |
| Experience of working in a peer support role or of mentoring others | **Application**  **Assessment** |
| Experience of using IT systems to record client notes | **Application**  **Assessment** |
| **Skills** |  |
| Non-judgmental and supportive interpersonal skills | **Assessment** |
| Ability to gather relevant information to support and assess risks | **Assessment** |
| Competent in Word, Excel, Outlook | **Application**  **Assessment** |
| **Values** |  |
| A firm belief that all people matter and deserve respect | **Assessment** |
| An evidenced belief that everyone can change | **Assessment** |
| A track record of delivering on your commitments | **Assessment** |
| A personal commitment to equality, diversity, and inclusion | **Assessment** |