**Crisis Support Worker**

Job description

# Post: Crisis Support Worker (outreach)

**Location: Bradford & Keighley (with outreach across Bradford District & Craven)**

**Grade / salary: D1 £26,244 FTE per annum**

**Hours: Wednesday, Thursday, Friday 1:00pm to 7:00pm (18 hours) per week)**

**Accountable to: Team Leader - Safe Spaces**

**The service**

Safe Spaces is an innovative, all-age, crisis alternative service, funded by the NHS and created through a unique collaboration between The Cellar Trust and Bradford District and Craven Mind

Serving the communities of Bradford, Airedale, Wharfedale, and Craven, we offer vital support from 12pm to 2:30am, 365 days a year.

In collaboration with our subcontracted partners, we provide a non-clinical, supportive environment to help people in crisis stay safe, better understand their emotions, and access support for ongoing needs. We achieve this through a blend of personalised one-on-one support and community-based crisis drop-ins.

Our success is rooted in strong partnerships with our subcontracted providers, who deliver dynamic crisis cafés across the district, and with key public sector stakeholders, including Bradford District Care NHS Foundation Trust (BDCFT), Bradford Metropolitan District Council (BMDC), local acute hospitals, Yorkshire Ambulance Services and West Yorkshire Police.

As a cornerstone of the local crisis offer, Safe Spaces builds on existing services to enhance our reach and impact within communities. We are a crucial part of the local mental health urgent and emergency care system and contribute significantly to the Healthy Minds Strategy for Bradford District and Craven.

Our mission is to ensure that everyone has access to the right care, at the right time, in the right place, providing a lifeline to those in need.

**The role**

You will deliver outreach crisis support to children, young people and families (CYPF) across Bradford District and Craven, using a whole family approach to crisis-de-escalation and safety planning. You will work from both the Bradford and Keighley Hubs and offer outreach across various settings, including home visits and schools.

Working alongside other CYPF providers, such as The Children's Trust, CAMHS and Youth in Mind, you will promote Safe Spaces’ innovative CYPF offer to ensure it is well known across Bradford District and Craven, creating new referral pathways where appropriate to ensure the service is accessible as possible.

**Main Duties**

* Deliver in the moment crisis support to CYPF. This may include diversionary and therapeutic activities, encouraging helpful coping strategies, safety planning and crisis management planning.
* Provide outreach support to ensure CYPF receive support in a location that most suits them and their needs
* Offer a whole family approach by working with colleagues to ensure family/carers are also offered support, where appropriate
* Deliver support in a recovery-focused and person-centred way, which builds confidence and helps people to move forward.
* Manage referrals, book appointments and make follow up calls after crisis session.
* Make onward referrals and signpost where necessary, including supporting the transition to adult services.
* Complete dynamic risk assessments, managing immediate risks in line with procedure and assist in risk assessments with multi-disciplinary staff where appropriate, highlighting any changes in individuals’ presentation relevant to their safety plan and feedback accordingly.
* Liaise with professionals and organisations across the district including referrers and partners to promote the service and build professional relationships.
* Participate in shift handover and team meetings.
* Ensure that case notes and information are recorded in an accurate and timely manner and kept updated.
* Work in line with all relevant safeguarding policies and procedures, ensuring concerns are escalated appropriately.
* Act in a way that is consistent with the principles embedded in the "Common Core of Skills & Knowledge" as identified by Every Child Matters.
* 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** |
| Practical 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 | **Assessment** |
| Good knowledge of statutory and VCS organisations in the local area that can support our clients. | **Assessment** |
| Knowledge of the potential role of peer support in mental health services | **Assessment** |
| Understanding of risk management and safeguarding |  |
| **Experience** |  |
| Experience of supporting people in a mental health setting OR experience of working with vulnerable people with multiple risk factors OR experience of working with Children and Young People | **Application**  **Assessment** |
| Experience of recognising and responding to risk and safeguarding concerns for adults, children and young people | **Application**  **Assessment** |
| Experience in managing challenging situations |  |
| Experience of working in a peer support or support worker role or of mentoring others | **Application**  **Assessment** |
| Experience of using IT systems to record client notes | **Application** |
| **Skills** |  |
| Non-judgmental and supportive interpersonal skills | **Assessment** |
| Ability to gather relevant information to support and assess risks | **Assessment** |
| Competent in Word, Excel, Outlook and other Microsoft 365 packages | **Application** |
| **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** |