

JOB DESCRIPTION

Title:	Crisis Alternative Practitioner (Safe Space ED)
Reports to:	Safe Space ED Team Manager
Salary:	£30,000 per annum (pro rata)
Contract:	Full time and Part time options available. Contract end date March 2025
Hours:	Full time (37.5 hours per week) and Part-time position (22.5 hours per week) available. You will be required to work weekends, evenings, late nights and occasionally day-time hours
Location:	Flexible (expectation of working across three hospital ED departments – Charing Cross and Ealing St Bernard's)

Job Purpose

This role is within our crisis alternative emergency department (ED) service, which is an out of hours service providing a safe and welcoming space for people who present at A&E, feeling distressed and experiencing crisis. The service will work collaboratively with hospital Psychiatric Liaison Team (LPS) to ensure those in crisis are supported by the appropriate team. The service will operate 365 days a year from **5pm-1am** across three ED's in West London.

Staff within the service will triage, assess and provide face-to-face support to anyone who is experiencing mental health crisis. This will be person-centred and will be in various forms of de-escalation support; practical, emotional support, grounding techniques, safety planning, care/action planning etc. Staff within the service will work alongside LPS and escalate if clinical intervention is required. Staff will also actively participate in MDT discussions for frequent attenders and take a key role in initiating and promoting alternative crisis support in the aim of preventing A&E use. **Staff in our Safe Space ED service are required to have experience in a mental health clinical setting (such as inpatient, A&E, Crisis Alternative services)**

The objectives of the service include:

- To improve the mental wellbeing of people experiencing mental health crisis presenting at ED
- To prevent the use of A&E and EDs where alternative crisis support is appropriate
- To effectively de-escalate mental health crisis in various forms of support
- Collaborative working with LPS and A&E stakeholders to promote preventative measures around early intervention; to identify any unmet social needs that are exacerbating wellbeing and prevent escalation
- Proactively work, and affect change with, a rolling cohort of people, using a truly personalised approach

- Act as a conduit to negotiate and de-escalate issues before a crisis occurs; a situation which has historically led to a destabilisation of their condition and resulting in an attendance or admission
- Empower service users to self-manage, to enable discharge from the project and encourage (where appropriate) unplanned to planned clinical activity
- Form robust networks of services around individual service users to ensure they can access the care and support they need, when they need it, including our community crisis alternative service – Safe Space
- Improve communication and partnership working between those involved in peoples' care 24/7
- Personalise a plan of support, focusing on strengths and goals, whilst also developing personal crisis plans with the service user
- Advocate for the individual in the creation of any statutory service crisis plans that may be developed, ensuring they are person centered and reflect the person's needs
- De-escalate any negative or harmful patterns of behaviour as early as possible to reduce the likelihood of admission/readmission
- Manage relapse
- To reduce the use of police, ambulance and statutory mental health services whilst experiencing crisis
- To reduce the use of statutory crisis services by people experiencing mental ill health without positive outcomes for the individual
- To work hand in hand with our community Safe Space service; ensuring follow ups are arranged with our community Safe Space, creating a wrap around crisis service

The Role

The role of the crisis practitioner will be to work collaboratively with LPS and service users to de-escalate crises in ED. The role will also involve triaging and assessing all clients accessing the service, alongside LPS. The crisis practitioner's duty will be to de-escalate low/moderate mental health and social needs and deliver collaborative self-management plans with service users to improve mental wellbeing and reduction in A&E attendance. The crisis practitioner will also be responsible for linking in and signposting follow up support with our community Safe Space team. This role does not include clinical intervention. The crisis practitioner will be required to raise and follow up on safeguarding concerns, with support by the Team Manager.

Key Responsibilities

- Providing a person centred and recovery orientated approach in all aspects of the roles and responsibilities.
- Promoting people' rights and responsibilities
- Considering each person as an individual
- Working collaboratively with clients to understand their needs and developing flexible and realistic crisis support packages/person centred plans
- Understanding of safety planning
- Extensive experience with de-escalation, recognising and mitigating risks.
- Extensive experience of working with challenging behaviour and those in crisis
- Experience of attending multi-agency meetings and advocating for clients
- To take the lead in MDTs and promote crisis alternative support plans

- Listening to clients and encouraging positive steps towards self-management of crisis and recovery
- Providing advice, information, practical and emotional support to clients
- Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action; ability to escalate to LPS
- Engaging with clients to show empathy, inspire hope and promote recovery
- Establishing supportive, empowering and respectful relationships with clients and carers/ family
- Maintaining accurate records, detailing interventions and action plans
- Ensuring that outcomes, outputs and impact are recorded
- Providing administrative support to the team
- Attend reflective practice, clinical supervision, peer supervision and line management supervision
- Create and maintain good working relationships with partner agencies
- Follow workplans
- Actively participate in training and development
- Provide and manage resources for clients and staff
- Proactively promote and offer Safe Space as an effective alternative crisis support

Person Specification

- Minimum of 2 years working in clinical mental health services or settings
- Minimum of 2 years supporting clients experiencing severe mental health distress and crisis
- Minimum of 2 years supporting clients with moderate/severe mental health
- Extensive experience of managing challenging behaviour and dealing with clients with complex needs
- Experience of fast-paced environments and ability to act quickly
- Experience of integrated and collaborative working
- Experience of triaging, action planning, multi-agency discussions and case work
- Experience and knowledge of health coaching skills
- Experience of managing safeguarding risks and understanding legal requirements for safeguarding adults and children
- Evidence of continual professional development
- Understanding of the Recovery Model in mental health
- Understanding of the principles of trauma informed care
- Understanding and experience of suicide prevention and safety planning
- Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing
- Understanding of relevant legislation and policies
- Awareness of issues in mental health service provision
- A good understanding of mental health conditions
- Experience of working with vulnerable individuals
- Creative and flexible approach to working with individuals
- Ability to deal with stressful and difficult situations in a calm manner and de-escalate challenging situations
- Ability to prioritise and manage workload
- Ability to involve clients and carers in all aspects of work

- Empathy and non-judgemental approach
- Good communication skills
- Capacity to work within an agreed shift pattern
- Experience of delivering information and advice (housing, benefits, debt etc)
- Experience of non-clinical, therapeutic interventions like psychoeducation
- Good IT skills including Word, Outlook, Excel and PowerPoint, with proven ability to input and extract information and produce reports
- Car driver with sole ownership of a vehicle and willingness to travel to locations would be desirable
- Ability to support at our community Safe Space sites, when needed
- Covid-19 vaccinated would be desirable, due to hospital setting
- Ability to work out of hours, on weekends and bank holidays
- Staff within this role will be considered key workers, so in the event of a Government lockdown, staff will be expected to continue working

Post is subject to a DBS check.

We are an equal opportunities employer; and are proud to employ a workforce that reflects the diverse communities we serve. We welcome applications from all suitably qualified persons from all backgrounds.