JOB DESCRIPTION

Job Title:	**Crisis Support Worker (Recovery Space Day Worker)**
Contract:	Fixed-term until 31st July 2027 with potential to extend due to funding
Salary:	£31,486 per annum
Hours:	36 hours per week on a rota basis covering daytime Recovery Space hours of 9am-5pm, 7 days per week. Weekend working is required (every other weekend)
Responsible to:	Recovery Space Manager.
Location:	Croydon Health and Wellbeing Space in the Whitgift Centre.

Mind in Croydon is a charity concerned with the welfare of people with mental health problems living in the London Borough of Croydon.

Mind in Croydon delivers the Mental Health Transformation Program, alongside Croydon BME Forum. The services involved in this include the Recovery Space, the Croydon Health and Wellbeing Space and the Mental Health Personal Independence Coordinators.

Other services in Mind in Croydon include Advocacy, Active Minds, Carers Support, Peer Support In Reach, Social Networking and Counselling.

Main purpose of job:

The aim of the service is to divert people away from Emergency Department. The Recovery Space Workers provide a non-clinical, warm and welcoming setting to support individuals in crisis, assess their needs, provide emotional support and to help develop coping strategies.

The day crisis worker role involves running 1:1 sessions with clients, supporting the with the drop-in at the Croydon Health and Wellbeing Space, where clients in crisis can drop-in for immediate support between 10am-1pm on Monday-Saturday, running group sessions promoting coping skills to clients, engaging in managerial and clinical supervisions, engaging in team meetings and completing administrative duties as required.

Tasks:

1. To work as part of a team comprising of the Recovery Space Manager and day and evening Recovery Space Crisis Workers, providing the day-to-day operational delivery of the service, including drop-in cover at the Croydon Health and Wellbeing Space, 1:1 client support, running groups, administrative responsibilities and to work within safe parameters and professional boundaries at all times.
2. To make service users feel welcome at the Croydon Health and Wellbeing Space; to keep them within a safe and supportive environment, carry out some 1:1 support as required, and generally ‘hold’ them until they have regained their equilibrium and are ready to leave the service and continue their journey to recovery elsewhere.

3. To promote service users' views and needs throughout all aspects of the project including follow-up calls for clients and collating satisfaction surveys.
4. To promote the highest quality of service by liaising with relatives, carers, and local services including external agencies and other voluntary sector organisations as necessary.
5. To work to ensure all contractual and reporting obligations are met including: representing the Recovery Space at meetings; assisting in the collection of stats for the Manager on information management systems (including Views database) on attendees thus enabling reporting back via monthly and quarterly monitoring processes to our funders.
6. To assist the Manager to monitor, respond as necessary and report on complaints, compliments, incidents/serious incidents, SUI's (Serious Untoward Incidents) to fall in line with service delivery protocols, safeguarding referrals, and onward referrals to other agencies.

General

i) To work as a member of a team, communicating with others in writing and face to face, taking part in all staff meetings, team meetings and training days.

ii) To accept line management and supervision from the post holder's designated line manager and to engage constructively in this process.

iii) To attend and engage meaningfully in clinical supervision.

iv) To accept the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by the post holder's designated line manager.

v) In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.

vi) Staff will be responsible for respecting and maintaining personal and professional boundaries concerning relationships with clients, volunteers and other staff.

vii) Act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole, which is in accordance with the policies and procedures of Mind in Croydon. It is the responsibility of all staff to inform a member of the senior management team immediately if service users, volunteers or staffs do not comply with the above.

viii) To maintain quality standards in accordance with Mind in Croydon's policies and procedures.

MIND IN CROYDON POLICIES

a. **EXTERNAL RELATIONS**
The post holder may only submit written material or speak to the press in accordance with the Mind in Croydon guidelines for contact with the media.

b. **USER PARTICIPATION**
Mind in Croydon is committed to encouraging full participation of service users in the planning and running of all aspects of its work. All staff are expected to assist and encourage users to take full responsibility in the day-to-day activities of the project.

c. **EQUAL OPPORTUNITIES**
Mind in Croydon is committed to an Equality and Diversity Policy and is opposed to discrimination on any grounds. All employees are required to work within this policy.

d. **CONFIDENTIALITY**
All employees of Mind in Croydon are expected to respect the rights of clients to privacy and confidentiality as far as possible within the constraints of legal requirements and the safety of other people.

Job Description Agreement

The Job Description is not exhaustive and is subject to change considering the service, work, priorities, or requirements. Such change will be discussed and consulted on with the post holder. Mind in Croydon has the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service. The statements contained in this description, reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:			
Name:		Date:	

Person Specification

The part-time counsellor is a skilled, knowledgeable and empathetic person, who enjoys working with clients and thrives in a team. The following person specification is a guide to the Essential and Desirable attributes that Mind in Croydon wishes to find in the successful candidate for the post

	Essential	Desirable
Qualifications		
• Relevant mental health, housing, social care or psychology related training or qualifications		
Experience		
• Self-sufficient in terms of being able to make decisions when working out of hours when other services may not be available to liaise with	**E**	
• At least a year gained in mental health in either a paid or voluntary capacity	**E**	
• Ability to engage positively with clients (using a person-centred approach) and stakeholders involved in their care to form collaborative, warm and empathetic relationships with diverse individuals leading to positive outcomes	**E**	
• In negotiating successfully on behalf of clients with other professionals	**E**	
• Of acquiring knowledge of services available to clients, forging links with local agencies and other providers and being innovative in seeking out services		**D**
• In communicating effectively with people in a mental health crisis and be experienced in confidently and effectively assessing risk and needs, as well as developing appropriate risk management plans	**E**	
• In effectively engaging, communicating and working positively in partnership with statutory services (eg South London and Maudsley NHS Foundation Trust and Croydon University Hospital A&E Department) and agencies to promote the service	**E**	
• Experience of working with a number of possibly distressed clients in order to assure the operational delivery of a non-clinical service		**D**
• Experience of providing verbal and written feedback on progress to eg funders, Board members	**E**	
• Experience of providing information to assist the Manager in producing comprehensive reports, including on achieving KPIs	**E**	
• Good communication skills (oral and written) and self-sufficiency in dealing with own correspondence (eg letter and report writing)	**E**	
• Of being pro-active in promoting the service eg by giving talks, answering queries etc.		**D**
• Of maintaining records/stats using a database/excel for the Manager to analyse in order to ensure funding	**E**	
• An understanding of the principles, philosophy and practical applications of the Person-Centred Approach	**E**	

• Understanding of issues facing people in a mental health crisis, and experience of dealing with them and finding safe and positive ways to 'hold' this and de-escalate situations. Supporting your colleagues to do the same	**E**	
• An understanding of the issues faced by individuals from minority groups	**E**	
• Experience in responding to and dealing effectively with complaints and managing safeguarding issues in situ as they arise	**E**	
• Experience of ensuring written details are kept to feedback to the next days' staff team and help deal with subsequent issues	**E**	
• Experience in being able to debrief effectively and learn from incidents which may occur in a project where clients presenting as very unwell are gathered and kept safe	**E**	
Skills and Capabilities		
• Communicating effectively across cultural boundaries	**E**	
• Effective time management	**E**	
• Working co-operatively as part of a team	**E**	
• Maintaining the requirements of a confidentiality policy	**E**	
• Working independently and taking initiative	**E**	
• Sound and proficient level of IT literacy	**E**	
• Speaking and writing fluent English and explaining information face to face, over the 'phone and in writing	**E**	
• Writing clear and concise records	**E**	
Personal Attributes and Approach		
• Values people and sees their potential, worth and strengths	**E**	
• Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person's experiences, beliefs	**E**	
• Works inclusively respecting the diversity of each person's experience, and their particular background or cultural context	**E**	
• Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required	**E**	
• Shares responsibility for their own personal development	**E**	