



JOB DESCRIPTION

Job Title:	Outreach Crisis Support Worker
Contract:	Fixed Term until 31 st March 2025 (With Possible Extension)
Salary:	£29,679.43 FTE
Hours:	36 per week, Mon-Fri working either 9am-5pm or 10am to 6pm
Base:	Outreach throughout Croydon with a base location Croydon Health and Wellbeing Space

Mind in Croydon is a voluntary organisation dedicated to the well-being of people with mental health problems in the London Borough of Croydon. Our Crisis service provides a safe and supportive environment for individuals in crisis, offering an alternative to emergency departments and other crisis services.

This is a fixed-term contract position for 36 hours per week on a Monday to Friday schedule. You will have the option to work either 9am to 5pm or 10am to 6pm.

As a Crisis Support Worker with a focus on outreach, you will play a critical role in proactively engaging with individuals in crisis within the communities of New Addington, Thornton Heath, and Old Coulsdon. You will work collaboratively with a team of dedicated professionals to ensure individuals receive the support they need through community outreach initiatives.

Main purpose of job:

The aim of the service is to divert people, who would be better supported elsewhere, away from the Accident and Emergency (A&E) and other crisis services in Croydon. The Crisis Workers provide a non-clinical, warm and welcoming setting to support individuals, assess their needs and to help develop coping strategies.

Responsibilities:

- 1. Outreach and Engagement:** Develop and implement outreach strategies to connect with individuals experiencing mental health crises in New Addington, Thornton Heath, and Old Coulsdon. This may involve working with local partners, attending community events, and conducting awareness campaigns.
- 2. Provide Non-Clinical Support:** Offer a warm, welcoming, and non-judgmental space for individuals in crisis. Actively listen to their concerns and provide emotional support, both within the Recovery Space and during outreach activities.
- 3. Needs Assessment and Crisis Intervention:** Conduct comprehensive assessments to identify the nature and severity of the crisis, including risk factors. Develop and implement crisis intervention plans in collaboration with clients, ensuring their safety and well-being. Utilize de-escalation techniques and promote coping strategies.
- 4. Referral and Advocacy:** Connect clients with appropriate resources and referrals such as mental health services, support groups, social services, and the Croydon



Wellbeing Space. Advocate for clients' needs and ensure a coordinated approach to care by collaborating with other professionals.

5. **Safe and Supportive Environment:** Maintain a safe and secure environment for clients, upholding confidentiality and professional boundaries at all times, both within the Recovery Space and during outreach activities
6. **Data Collection and Reporting:** Contribute to the service's success by collecting data and completing reports as required, including client information and feedback, with a specific focus on outreach efforts in New Addington, Thornton Heath, and Old Coulsdon.
7. **Teamwork and Professional Development:** Work collaboratively with the Recovery Space team, participating in team meetings, training opportunities, and reflective practice sessions to continually improve service delivery.

Job Description Agreement

The Job Description is not exhaustive and is subject to change considering the service, work, priorities, or requirements. Such changes will be discussed and consulted on with the postholder. Mind in Croydon Ltd and Croydon's BME Forum reserves 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 postholder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:	<input type="text"/>	
Name:	<input type="text"/>	Date: <input type="text"/>



Person Specification

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
A minimum of 2 years of experience working with individuals experiencing mental health crises.		x
Strong communication and interpersonal skills, with the ability to build rapport with vulnerable individuals in both clinical and community settings.	x	
Excellent active listening skills and a non-judgmental approach.	x	
Crisis intervention skills and a strong understanding of de-escalation techniques.	x	
Problem-solving and decision-making skills to navigate complex situations.	x	
The ability to work independently and as part of a team.	x	
Cultural competency and sensitivity to diverse populations.	x	
A commitment to confidentiality and professional boundaries.	x	
A passion for mental health advocacy and supporting individuals in crisis.	x	
Experience or knowledge of the New Addington, Thornton Heath, and Old Coulsdon communities (desirable).		x