

## JOB DESCRIPTION

<b>Title:</b>	Prevention Hub Coordinator (Spelthorne Prevention Hub)
<b>Reports to:</b>	Service Manager
<b>Salary grade:</b>	£26k pro-rotta
<b>Contract:</b>	Fixed term until 31 <sup>st</sup> January 2025
<b>Hours:</b>	Full-time (37.5 hrs per week) 11am-7pm Monday-Friday. You will be required to work weekends, evenings, late nights, and daytime hours (rota basis)
<b>Location:</b>	Spelthorne

### Job Purpose

This role sits within our new mental health Prevention Hub - which is a drop-in service providing a safe and welcoming space for people who are feeling distressed, seeking support and advice for their mental health, there and then. This service is a 9 month pilot project and will initially operate 11am-7pm Monday-Friday, however there may be a need to cover weekends/late nights, depending on the need of our clients and service growth.

Staff within the service will provide person-centred, practical and emotional support, face to face or via telephone on a one-to-one or group basis to individuals experiencing mental health distress. This will consist of 1:1 support; de-escalating and providing interventions, signposting for specialised or longer-term support, and delivering collaborative self-management plans with clients to improve mental wellbeing. The aim of this service is to de-escalate, and provide holistic wellbeing plans.

The objectives of the service include:

- To improve the mental wellbeing of people experiencing mental health distress, in Spelthorne
  - To provide support to clients accessing the service- for instance: signposting, de-escalation, planned wellbeing activities etc.
  - To contribute to an improvement in individual mental wellbeing.
  - To remain a source of independent support for all clients.
  - To treat service users with respect, dignity and personalised support
  - To raise awareness of mental health services available with the goal to improve long term mental health and reduce social isolation
  - To increase self-management skills of those accessing the service
  - To reduce the use of police, ambulance and statutory mental health services whilst experiencing crisis.
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- To reduce the use of statutory crisis services by people experiencing mental ill health without positive outcomes for the individual.

## **The Role**

The role of the Prevention Hub Coordinator will be to support the rest of the team in delivering interventions on a one-to-one and group basis. The role will also involve triaging and assessing all clients accessing the service, signposting and delivering collaborative self-management plans with clients to improve mental wellbeing. The role will involve supporting a team of volunteers in delivering interventions.

## **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
- Experience with de-escalation, recognising and mitigating risks.
- Experience of working with challenging behaviour
- 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, whilst liaising with relevant agencies e.g. CATT, Emergency Duty Teams, CMHTS, etc
- 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
- 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

## Person Specification

- Minimum of 1 year working in mental health services and with clients experiencing mental health distress and crisis
- Experience of managing challenging behaviour and dealing with clients with complex needs
- 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 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 work out of hours and on weekends