

JOB DESCRIPTION

Title:	Peripatetic Crisis Alternative Support Worker
Reports to:	Service Manager
Contract:	Fixed term until 31 st March 2025
Hours:	Full-time (1 FTE – 35 hours per week). You will be required to work weekends, evenings, late nights and day time hours.
Line Management:	None
Location:	Flexible (expectation of working in Hammersmith and Fulham, Ealing and Hounslow)

About Hammersmith, Fulham, Ealing and Hounslow Mind

This is an exciting opportunity to join and support a fast growing and dedicated team supporting the wellbeing of communities across West London.

We're here to make sure that everyone suffering with a mental health problem gets the help they need to recover. We listen, support recovery, fight stigma and work with partners to take action. We provide services for adults, children and young people, signposting for everyone and training and consultancy for employers.

Job Purpose

This role is within our crisis alternative service, which is an out of hours service providing a safe and welcoming space for people who are feeling distressed and experiencing crisis. The service will operate 365 days a year from 4:30pm – 11:30pm across all of our boroughs.

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 crisis.

The objectives of the service include:

- To improve the mental wellbeing of people experiencing mental health crisis in HFEH.
- 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.
- 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 support workers 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.

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

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.

HFEH Mind are committed to creating and fostering a culture that promotes safeguarding and the welfare of all children and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluating information from and about candidates to ensure that all persons appointed are suitable to work with children and vulnerable adults.

Post is subject to an enhanced DBS check.