

## Job Description

<b>Job Title</b>	Mental Health Support Worker
<b>Service/Department</b>	Community Services
<b>Salary</b>	£12.00 per hour (time and half paid for hour worked midnight to 1am)
<b>Hours</b>	7 hr shifts 18:00 – 01:00
<b>Base</b>	Chelmsford
<b>Responsible to</b>	Service Manager

### Job Summary:

The Sanctuary provide support to those who are at risk of experiencing a mental health crisis. The support worker is part of an experienced team who provide emotional support to people through active listening, de-escalation and distraction techniques prevent unnecessary referrals to secondary mental health services, A&E departments, and other emergency services.

The post holder will assess, monitor and support individuals on a one to one basis, via appropriate group work and in partnership with a variety of organisations within the locality.

The Sanctuary operates from Braintree to offer the much-needed service to our local communities.

### Key Responsibilities:

1. To provide individualised support, information and access to appropriate services to service users in contact with the service to reduce admission to urgent care admission.
2. To liaise with the service manager (or other nominated person) about any concerns that may arise on shift.
3. To communicate with referrers and prioritise referrals.
4. Using the operational procedures or service protocols Support Workers will be required to identify suitability of referrals. Refer to line manager if guidance needed on next steps.
5. Support service users to help identify their individual needs and to provide skills/technique that potentially enable them to maintain wellbeing.
6. To refer service users to internal or external information services and/or signpost to relevant organisations.
7. To record and forward all feedback on service and colleagues to the service manager.
8. To accurately record system notes using the format specified in operational procedures.
9. Follow General Data Protection Regulations in all interactions.
10. To attend and actively participate in supervision, annual performance appraisal and team meetings on a regular basis.
11. To undertake conferences, mandatory training and maintain continued professional development.
12. To liaise positively with multi-disciplinary and multi-agency teams and contribute to team discussions.
13. To work within the parameters of the Organisation's and service policies, processes and procedures, the code of conduct and work in line with the organisational values.
14. To contribute, creatively, to the development of the service and its activities.

15. To adhere to the safeguarding adults policy and safeguarding children's policy following reporting and recording processes in the event of any safeguarding incidents.

16. Any other duties commensurate with the post.

**Organisational values:** *Post-holders should be able to demonstrate the following:*

Value	Phrase
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<b>Listening</b>	We listen to the needs of our wider community and each other – actively engaging, learning and sharing every day
<b>Co-producing</b>	We believe that the people affected by a service are best placed to help design it and reach collective outcomes together
<b>Trusted</b>	We build trust in our communities by consistently delivering high quality services and being honest in everything we do
<b>Inclusive</b>	We develop inclusive services and support that respect the diversity and dignity of everyone in our communities
<b>Innovative</b>	We explore new ideas and ways of working to build a culture that embraces innovation, excellence and creative solutions
<b>Supportive</b>	We foster a culture of empathy, respect and open communication to support our communities and each other

**General:**

- *The post holder will be required to participate in the assessment of risk and thereby contribute towards clinical and corporate governance agenda as appropriate.*
- *The post holder must maintain the confidentiality of information about service users and other services, in accordance with the charity's policy.*
- *The post holder will be expected to keep themselves up to date on all matters relating to Mid and North Essex Mind's procedures and policy.*
- *The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or the charity, reporting any potential risks to life or property immediately in accordance with the charity's Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely.*
- *Refrain from smoking in any area of the premises not designated a smoking area.*
- *Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practice continuous professional development.*
- *The charity is committed to Equal Opportunities for all present and potential members of staff and service users. Therefore the charity expects all employees and volunteers to understand, support, and apply this policy through their working practice, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration*
- *Co-operate with all staff in maintaining good relationships with outside agencies and the general public in order to uphold the charity's image and win increased support for its work*
- *Carry out any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by your direct Line Manager*

## Person Specification

### POST: Support Worker

Category	Essential	Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>Good level of general education including Literacy and Maths</li> </ul>	<ul style="list-style-type: none"> <li>Mental Health First Aid Training or Mental Health qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of dealing with people in a mental health crisis</li> <li>Can demonstrate a broad academic understanding of mental health diagnosis and how to support someone in crisis OR</li> <li>Demonstrable experience of managing emotional situations (diffuse situations regularly / situations which have tested your resilience)</li> <li>Experience of managing professional boundaries either themselves or working with professional agencies / importance of providing a safe space, both service user and staff</li> </ul>	<ul style="list-style-type: none"> <li>Significant experience of working with people in a mental health crisis</li> <li>Experience of facilitating / supporting group work.</li> <li>Experience of service user assessment / scope of service.</li> </ul>
<b>Skills, Abilities &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Ability to work on own initiative</li> <li>Understands the importance / benefits of working as part of a team.</li> <li>Ability to communicate effectively, both written and verbal</li> <li>Can demonstrate understanding of using IT systems</li> <li>Ability to communicate with different range of cognitive abilities eg learning difficulties, age difference, ethnic minorities, non- verbal service users (interview)</li> <li>Understand the skills required to keep a stressful situation calm</li> <li>Ability to prioritise calls and workload in line with demand.</li> <li>Active listening skills (interview), ability to gather and interpret information</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of de-escalation / grounding techniques.</li> <li>Knowledge of Safeguarding or assessing risk and experience in reporting and recording in line with agreed timescales.</li> </ul>
<b>Personal Characteristics</b>	<ul style="list-style-type: none"> <li>Inclusive</li> <li>Trusted</li> <li>Collaborative</li> <li>Supportive and Empathetic</li> <li>Innovative</li> <li>Active Listener</li> </ul>	Flexibility