

## Job Description

<b>Job Title</b>	Senior Support Worker
<b>Service/Department</b>	North East Essex Sanctuary
<b>Salary</b>	£25,000 FTE
<b>Hours</b>	Saturday / Sunday 10am – 6pm 6pm – 11pm
<b>Base</b>	Colchester or Clacton with some support in Harwich
<b>Responsible to</b>	Service manager

### Job Summary:

The North East Essex Sanctuary provide support to those who are at risk of experiencing a mental health crisis and operates between 1000-2300. The senior 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 triage, develop individualised support plans, assess, monitor and support individuals on a one to one basis whilst supporting other members of the team.

The Sanctuary operates from two central locations, one in Colchester and one in Clacton with outreach in Harwich and we work in partnership with EPUT and other agencies to offer the much needed service to our local communities.

### Key Responsibilities:

- To identify suitability of referrals and triage calls using a pre agreed criteria.
- To advise and support peer workers, support workers and volunteers during the period of the shift.
- To develop, deliver or delegate individualised support, information and access to appropriate services to service users in contact with the service to reduce admission to urgent care.
- To engage and work collaboratively with EPUT to provide reduction in Emergency Care admissions.
- To engage and work collaboratively with statutory services and other VCSE organisations to provide increase in wellbeing.
- To deliver approaches which enable service users to develop confidence in engaging with relevant services such as warm handovers.
- To highlight issues to manager, mental health nurse, CRT and other relevant agencies
- To collect pre-agreed data and update and accurately record system notes using the format specified in operational procedures.
- To ensure progress is reviewed and update support planning in line with changes.
- To support support workers and volunteers facilitate drop ins throughout the area of operations.
- To ensure that people using the service are supported to develop self-management strategies and make the best use of their local resources to enable them to live well with their health condition.
- To set and maintain strict boundaries throughout the individualised support.
- To provide information in a way that service users can understand so that they can make informed choices about the options available.
- To collect feedback from all service users.

- To contribute creatively, to the development of the service and its activities.
- To attend and actively participate in supervision, annual performance appraisal and team meetings on a regular basis.
- 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.
- Follow General Data Protection Regulations in all interactions.
- To undertake conferences, mandatory training and maintain continued professional development.
- To participate in research, audit and evaluation as required.
- Any other duties commensurate with the post and grade.

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

<b>Value</b>	<b>Phrase</b>
Listening	We listen to the needs of our wider community and each other – actively engaging, learning and sharing every day
Co-Producing	We believe that the people affected by a service are best placed to help design it and reach collective outcomes together
Trusted	We build trust in our communities by consistently delivering high quality services and being honest in everything we do
Inclusive	We develop inclusive services and support that respect the diversity and dignity of everyone in our communities
Innovative	We explore new ideas and ways of working to build a culture that embraces innovation, excellence and creative solutions
Supportive	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 clients and other services, in accordance with the charity's policy.*
- *The post holder will participate in regular supervisions and an annual staff appraisal.*
- *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 clients. 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: Senior Support Worker

Category	Essential	Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>Level 3 in Health and Social care or a relevant subject or demonstrable experience (S)</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Significant experience of working with people with mental health problems in the community (S,I)</li> <li>Experience of working in a community context S,I)</li> <li>Experience of triaging calls and / or , develop individualised support plans, assess, monitor and support individuals on a one to one basis whilst supporting other members of the team Experience of working in partnership with other agencies/organisations</li> <li>Experience of working in partnership with other agencies/organisations (S,I)</li> <li>Experience of risk assessment and management (S,I)</li> <li>Experience of data collection and assessment (S/I)</li> <li>Experience of safeguarding vulnerable adults (S/I)</li> <li>Experience of triaging calls and / or, develop individualised support plans, assess, monitor and support individuals on a one to one basis whilst supporting other members of the team. (S, I)</li> <li>Understanding of and, commitment to, organisation values (I)</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with adults with social issues and mental health issues.</li> </ul>
<b>Skills, Abilities &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Effective administrative, organisational, and problem- solving skills (I)</li> <li>Ability to work on own initiative and as a member of a team (I)</li> <li>Good interpersonal and communication skills, both verbal and written (A/S/I)</li> <li>Competent in the use of MS Office and other IT systems (I)</li> <li>Ability to keep accurate case notes (I)</li> <li>Ability to communicate with different range of cognitive abilities e.g. learning difficulties, age difference, ethnic minorities, non- verbal clients (I)</li> <li>Ability to maintain appropriate professional boundaries, (I)</li> <li>Experience of working across diverse communities and understanding of different needs (S/I)</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to plan, manage and prioritise own workload in line with shift requirements (I)</li> <li>• A strong awareness and understanding of when it is appropriate or necessary to refer people to other health professionals/ agencies, when what the person needs is beyond the scope of the role – e.g. when there is a mental health need requiring a qualified practitioner (I)</li> </ul>	
<b>Personal Characteristics (S/I)</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>	