Job Title: Sanctuary Coordinator

Line Management: Sanctuary Manager

Location: Office Base Harlow, travel to all sites essential

Hours: 14 hours per week, shift pattern to be agreed will include weekends.

Salary: £14.55 per hour. Plus time and a half if shifts are worked on Public Holidays.

Mind in West Essex is a mental health charity. We are an independent organisation affiliated to Mind (the National Association for Mental Health) an organisation with which we share common values and principles.

Our vision is for West Essex to be a place where people talk openly and positively about mental health, and where everyone gets the support and respect needed to live well.

Mind in West Essex welcomes applications from people with their own lived experience of mental ill health.

**Purpose of the Job**

To support the Sanctuary Manager and other Sanctuary Coordinators staffing the Crisis Alternative locations across West Essex, coordinating the shifts and supporting a team of Sanctuary Support Workers. To provide brief interventions to individuals experiencing mental health crises.

**The Service**

The objectives of the West Essex Sanctuary Service:

* To improve the mental wellbeing of people experiencing mental health crisis in West Essex.
* To increase early access to help for people experiencing mental health crisis by providing a clear and effective pathway to services provided.
* To contribute to an improvement in individual mental wellbeing.
* To remain a source of independent support for all clients.
* To reduce the use of police, ambulance and statutory mental health services for people experiencing crisis.
* To contribute to the effective delivery of the Urgent and Emergency Care Pathway in partnership with Essex Partnership University NHS Trust.

**Key Responsibilities:**

Please note that this role outline serves to provide an illustrative example of the duties and responsibilities you may be expected to undertake during the course of your normal duties. It is not an exhaustive list and you will therefore be required to undertake other responsibilities and duties that are considered to be commensurate with the role.

* To support a small number of people requiring practical and emotional support in a supportive safe environment as an alternative to hospital admission.
* To welcome people referred to the service and address immediate presenting issues.
* To support service users to develop emotional management, personal and life skills to enable them to grow in self-confidence and attain greater independence.
* To develop links and good relationships with a range of external agencies including accommodation providers, health services, police, housing, debt advice, drug and alcohol services etc.
* To ensure the safety of service users.
* To work effectively with other members of the team and to work supportively with other co-workers when on shift.
* To carry out supervisory responsibilities for the on-duty Sanctuary Support Workers
* To act with care, kindness and compassion at all times
* Be a positive role model for members of the team
* Be professional and act as an ambassador for Mind in West Essex in all contact with other agencies.
* Provide and collate data and reports as required for effective contract monitoring and impact measurement.
* Work in accordance with all Mind in West Essex policies, procedures, aims and objectives.
* Work in an equitable and inclusive manner at all times.
* Ensure compliance with legal, ethical and regulatory requirements.
* To develop your professional skills and undertake all opportunities for CPD.
* Observe all health and safety policies and procedures, and conduct risk assessments as required.
* Ensure that sensitive or personal information is not accessed, shared disclosed to or discussed with anyone not entitled to access data.
* All information must be maintained within the Data Protection Act and GDPR guidelines.

**PERSON SPECIFICATION**

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| **Sanctuary Coordinator** | **Essential Criteria** | **Desirable Criteria** |
| **Qualifications** |  |  |
| A relevant counselling, social work, occupational therapy, mental health nursing, or social care qualification or equivalent experience. (Third year+ Students working towards a qualification would be welcome to apply) |  | \* |
| Minimum of 1 year working in mental health services, in a supervisory capacity | \* |  |
| A relevant management or team leading qualification or the willingness to work towards this on successful completion of probationary period. | \* |  |
| Evidence of continual professional development | \* |  |
| **Knowledge** |  |  |
| Understanding of developing and delivering services within a health and social care setting | \* |  |
| Understanding of the principles of trauma informed care and a person centred approach to care. | \* |  |
| Understanding of the relationship between mental health and social issues and how these may impact on physical, mental, and emotional wellbeing | \* |  |
| Understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Equality. | \* |  |
| Understanding of risk assessment and risk management in a mental health setting. | \* |  |
| Understanding of working within safeguarding, data protection, confidentiality, and equality frameworks | \* |  |
| **Experience** |  |  |
| Line management of staff | \* |  |
| Development and management of projects in a health and/or social care setting | \* |  |
| Experience of the assessment and referral processes in health care setting | \* |  |
| An understanding of mental health conditions | \* |  |
| Experience of working with individuals with care and support needs | \* |  |
| Creative and flexible approach to working with individuals | \* |  |
| **Skills and Abilities** |  |  |
| Ability to deal with stressful and difficult situations in a calm manner | \* |  |
| Ability to prioritise and manage workload | \* |  |
| **Practical** |  |  |
| Good IT skills including Word, Google Workspace and Excel, with proven ability to input and extract information and produce reports | \* |  |
| Ability to travel to work in locations across West Essex during unsocial hours. | \* |  |
| **Personal Circumstances** |  |  |
| Ability to work unsocial hours and on a shift rota covering 7 days per week. | \* |  |