Mind Mid and North East Essex

Job Description

Job Title	Sanctuary Support Worker (Maternity Cover)
Service/Department	North East Essex Sanctuary
Salary	£24,570 pa pro rata (£12.60 per hour)
Hours	2 week rota as below Week 1: Monday, Thursday, Saturday 18:00-23:00 (15 hours) Week 2: Monday, Thursday 18:00-23:00; Sunday 10:00-18:00 (17.5 hours)
Base	Clacton
Responsible to	Service Manager

Job Summary:

The North East Essex 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 two central locations, one in Colchester and one in Clacton with outreach in Harwich and we work in partnership with EPUT 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 inform the senior support worker of any issues / concerns, who will escalate to manager, mental health nurse, CRT and other relevant agencies.
3. To communicate with referrers and prioritise referrals.
4. To work to the operational procedures or service protocols.
5. 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.
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 engage and work collaboratively with colleagues to provide reduction in Emergency Care admissions.
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. Any other duties commensurate with the post.

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

Value	*Phrase*
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

Person Specification

POST: Sanctuary Support Worker

Category	Essential	Desirable
Education & Qualifications	• Good level of general education including Literacy and Maths	• Mental Health First Aid Training or Mental Health qualification
Experience	• Experience of dealing with people in a mental health crisis • Can demonstrate a broad academic understanding of mental health diagnosis and how to support someone in crisis OR • Demonstrable experience of managing emotional situations (diffuse situations regularly / situations which have tested your resilience) • Experience of managing professional boundaries either themselves or working with professional agencies / importance of providing a safe space, both service user and staff	• Significant experience of working with people in a mental health crisis. • Experience of facilitating / supporting group work. • Experience of service user assessment / scope of service.
Skills, Abilities & Knowledge	• Ability to work on own initiative • Understands the importance / benefits of working as part of a team. • Ability to communicate effectively, both written and verbal • Can demonstrate understanding of using IT systems • Ability to communicate with different range of cognitive abilities eg learning difficulties, age difference, ethnic minorities, non- verbal service users (interview) • Understand the skills required to keep a stressful situation calm • Ability to prioritise calls and workload in line with demand. • Active listening skills (interview), ability to gather and interpret information	• Understanding of de-escalation / grounding techniques. • Knowledge of Safeguarding or assessing risk and experience in reporting and recording in line with agreed timescales.
Personal Characteristics	• Inclusive • Trusted • Collaborative • Supportive and Empathetic • Innovative • Active Listener	Flexibility