



Job Description and Person Specification

Job Title: **Crisis Mental Health Support Worker**

Reporting to: **Crisis Service Manager**

Hours: **Full, Part Time and Zero hours. Shift work will be required.**

Pay: **£10.68 per hour, plus enhanced rates for shift work**

Reporting to: **Crisis Service Lead**

Mind is the leading mental health charity in England and Wales and we are proud to be part of a network of local Mind associations providing support to people across the country. North Lincolnshire Mind is a local charity supporting local people and we are here to make sure that anyone with a mental health problem has somewhere to turn for advice and support.

This is an exciting time to join our team as we are developing new projects to offer a wider range of support for people with mental health problems. If you have a genuine commitment to mental health and recovery, we would love to welcome you to our team. We have a strong commitment to staff wellbeing and provide a range of benefits to support our team members.

We welcome applications from people from our community irrespective of ethnicity, gender identity/reassignment, age, disability, sexual orientation, religion or belief. We actively encourage people with lived experience of mental health problems to apply. Inclusion is really important to us, so if you have any accessibility requirements, please let us know.

Purpose of Role:

To support people experiencing a mental health crisis to avoid a psychiatric hospital admission by drawing on personal lived experience of mental health difficulties in a safe manner.

To work in partnership with Case Workers and NHS Crisis/Access and Home Treatment Teams to deliver crisis interventions in a non-clinical setting.

To develop supportive and respectful relationships with people using our services whilst maintaining appropriate boundaries.

To support service users to develop a range of coping, self-help, and self-management techniques.

To support service users to take an active role in developing their own holistic plans for recovery/safety.

To support service users to connect with community resources, to develop resilience, and to improve wellbeing.

Main tasks:

To work as part of the team to establish and maintain a safe, welcoming and comfortable environment.

To work in way that is inclusive and culturally sensitive for all, challenging stigma and discrimination.

To contribute to the development and co-production of holistic support/ recovery/safety plans with service users and other team members

To enable service users to build trust by providing sensitive, compassionate and non-judgmental support.

To support service users to access resources, opportunities and activities within the community and promote choice and informed decision making.

To facilitate and motivate service user engagement in activities of their choice and the performance of a range of practical tasks, aligned to their recovery goals.

To support service users to validate their personal identity and empower them to regain control over their life whilst focusing on strengths and personal responsibility.

To share ideas about ways of achieving recovery goals, drawing on a range of coping, self-help and self-management techniques.

To ensure that service user involvement/co-production continue to be at the heart of service delivery and development.

To have an understanding of safeguarding, confidentiality and information sharing and to work in accordance with North Lincolnshire Mind's policies and procedures.

To work in a safe manner, in accordance with risk management plans and following North Lincolnshire Mind's policies at all times.

To maintain and store accurate records/documentation in line with North Lincolnshire Mind's policies and adhering to current GDPR legislation.

To align with the values of North Lincolnshire Mind and to engage with the Mind community. There is an expectation that the post holder will actively engage in staff meetings, training and events as appropriate/agreed.

To engage proactively with the supervision and appraisal processes of North Lincolnshire Mind

To act as an ambassador for North Lincolnshire Mind and the crisis services with external agencies and partner organisations.

The post holder will be required to carry out any other duties which are within the scope/spirit and purpose of the job as requested. If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post-holder.

Person Specification:

Essential criteria:

Able to:

- Maintain a focus on self-care, self-management and personal health and wellbeing.
- Make effective use of supervision.
- Use reflective techniques effectively.
- Engage in active learning.
- Show commitment to personal development journey.
- Manage boundaries appropriately.
- Good standards of literacy/numeracy evidenced by appropriate qualifications or experience.
- Ability to assist service users to develop recovery/support/safety plans.
- Ability to work in an enabling and creative way. Supportive of both service users and fellow team members.
- Excellent communication skills including active listening skills.
- Basic computer skills e.g able to access/send emails.

An understanding of the following:

- A wide range of mental health difficulties and how this can impact on functioning.
- The links between mental health and physical health.
- Interventions for mental health difficulties based on recovery focused/person centered approaches.

- Local agencies and services

Reliable, resilient and resourceful. Able to use common sense and to work with a 'can do' attitude.

- Good organisational skills including time management, problem solving.
- Good team-working skills and the ability to work under own initiative.
- Flexible, able to work shifts as this is a 24-hour service and considerate of other team members.
- Ability and willingness to reflect on work practice and be open to constructive feedback.
- The ability to remain positive in a challenging environment.
- Able to demonstrate a patient, non-judgmental, respectful and compassionate attitude.

Desirable

- Lived experience of mental health difficulties.
- Experience of working with adults with mental health issues or other complex needs.
- Relevant health and/or social care qualification at level 2 or above.
- Mental Health First Aid Adult 2-day course.
- Experience of working with VCSE and statutory partners.

Please note this post is subject to satisfactory references and an enhanced DBS check (paid for by North Lincolnshire Mind). All experience may be paid or voluntary, full or part-time, in the UK or overseas. All posts are subject to the satisfactory completion of a 13-week probationary period.

North Lincolnshire Mind values the wellbeing of all staff, the following employee benefits are available:

- Access to an Employee Assistance Programme
- Regular group and 1 to 1 supervision
- Annual leave entitlement (30 days plus bank holidays, pro rata for part time staff)
- Training and development as agreed with line manager.