



MAST ED (Emergency Department) Coordinator

Location:	Bradford Royal Infirmary Hospital
Salary:	£23,635 FTE per annum pro rata
Hours of work:	12:00pm to 8:00pm 1 Full time post (37.5 hrs) or 2 x Part time posts. Weekend and evening working included in role covering 365 days per year on a rota basis. Flexible working options considered.
Contract:	Fixed term (12 months)
Holiday:	25 days per year plus 8 bank holidays
Responsible to:	MAST Lead
Informal enquiries:	Joanne.Radley@thecellartrust.org
Closing date:	Thursday 11 August 2022
Interview date:	Thursday 18 August 2022

Working for the Cellar Trust isn't about having a job - it's about changing and saving lives. We are a mental health charity that supports people across Bradford, Airedale, Wharfedale and Craven, delivering brilliant services to give people a helping hand with their mental health. Whatever your role is you will have the chance to make your mark and see the impact of your work.

The Service

MAST (Multi-Agency Support Team) is a partnership of VCS organisations based across both Bradford & Airedale to support patients to access support if they would benefit from a mental health, older person's service, alcohol interventions or community connection. Working predominantly in the emergency department (ED) and across all appropriate wards you will support the patient and the wider health system by ensuring support is given or referrals are made to the Wellbeing Network. The Wellbeing Network is a group of community wellbeing hubs which are located across the city to meet people's needs in their own area. The Wellbeing Network offers a range of support including housing, benefits, mental health and substance use to people in a meaningful and holistic way.

The Role

This position will be based at Bradford Royal Infirmary (BRI) concentrating on working in and seeing patients who are attending the ED and coordinating referrals to the Bradford central Wellbeing Network Hub. We are looking for someone with the ability to be trained to deliver support to people across Alcohol, Mental Health, Frailty and social prescribing as well as being able to stream and assess suitability for the Wellbeing Network. The successful candidate will coordinate referrals from patients between MAST community support, Bradford central Wellbeing Network Hub and or other appropriate services.

Who you are

You will be flexible and be passionate about helping people, supporting patients and committed to partnership working. Experience of working in mental health, social prescribing, alcohol or older persons services is not essential, as training will be provided, but you must be passionate about helping people and work holistically with people to help them get the support they need.

What you will do

- Undertake a range mandatory and role specific training including safeguarding, data protection, health and safety and mental health awareness training.
- Work in accordance with all Cellar Trust policies and procedures.
- Perform any other duties relevant to the post, taking a flexible, team-based approach to the role.
- Provide social/welfare/mental health support to family members/friends attending A&E.
- Support Triage system in A&E.
- Provide extended hours cover during peak time and increase MAST service operating hours.
- Support referral to MAST community team.

- Coordinate referrals to the Bradford Central Wellbeing Network Hub.
- Engage people at front door of BRI when attending hospital.
- Provide one-one support for individuals in A&E and link wards within the hospital.
- Build safe, trusting relationships with individuals based on non-judgmental listening and shared lived experience.
- Model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness.
- Make full use of supervision, peer support with other peer workers and other support as necessary in order to remain well and safe.
- Raise awareness of alternatives to A&E for people in emotional distress.
- Coordinate allocation of community support where appropriate for discharge.
- Work as part of an integrated team with colleagues from BDCFT and partner VCS organisations, to ensure that individuals get the support they need.
- Organise own day to day tasks, exercising judgement and referring to senior staff issues outside own scope of practice.
- Gather and share learning and best practice which can be used for future projects – linking mental health services, our safer spaces and the acute hospitals.
- Obtain, record and report information. Demonstrate competent IT skills. Daily access to IT systems and use of internet for research.
- Promote and demonstrate effective communication at all times with service users, carers, colleagues and other departments. Recognise the need for tact, consideration and confidentiality.
- Report, document and act on untoward incidents appropriately, escalating as indicated.
- Work with a high level of awareness of safeguarding in order to both prevent and respond appropriately to abuse.
- Signpost to various resources, opportunities and activities in the community to promote choice and informed decision making.
- Identify personal developmental needs in conjunction with line manager and recovery-focused supervision.
- Work within policies including health and safety and data protection.
- Participate in regular supervision.
- Attend all role relevant mandatory training as and when required to do so.
- Attend all role specific training and other staff development opportunities as and when required.

What you will get

- The chance to work for a dynamic, friendly and supportive charity.
- Opportunities to develop your skills and experience in the specialisms delivered by the MAST team within a mental health and hospital setting, in a rewarding and fulfilling environment.
- Training and development opportunities.
- Access to our free employee assistance programme, including a 24hr helpline and counselling support.
- The option for flexible working if suited to the role – have a chat with us about your circumstances and we will see if we can accommodate your requests.

Person specification

All aspects of the person specification will be assessed through the application process with additional questions at interview stage. Please ensure that you address all of the criteria in your application.

Criteria	Essential	Desirable
Qualifications	Good general education to at least GCSE level 4 or equivalent.	
Experience	Experience of using databases to input data.	Experience of working towards targets.
	Wide range of life experiences relevant to discovering personal strengths and building connections with the wider community.	Experience of using a range of self-management or recovery tools and techniques
	Understanding of the principles of recovery.	Experience working within a hospital setting.
	Experience of working with people in a supportive way	Experience of working within Alcohol, mental health or frailty setting.
		Experience of working in the voluntary sector.
		Experience of working with people in crisis.
		Personal lived experience of emotional distress/ mental health problems
Skills	Ability to record and report in an accurate and non-judgemental way	Language skills (spoken) in one or more of the following: Urdu, Punjabi, Polish, Bengali, Slovak.
	Good IT skills including the use of Word, Outlook and Excel and using databases to input data.	
	Comfortable working under pressure and ability to prioritise work, and multi-task	
	Comfortable working under pressure and ability to prioritise work, and multi-task Ability to reflect on personal experiences of mental health problems, and comfortable with sharing personal experiences in the context of a work role.	
	Ability to plan and prioritise workload.	
	Excellent written, verbal and non-verbal communication skills.	
Knowledge	Can recognise and respond to safeguarding issues.	Understanding of the potential role of peer support in mental health services, and how it can support recovery and wellbeing
	Possess emotional maturity.	
	Strong commitment to supporting others	
	Understanding of data protection.	
Personal Qualities	Patient, non-judgmental, respectful and compassionate.	
	Flexible and reliable.	

	Commitment to work as part of a team including being prepared to work on tasks outside of immediate job description.	
	Committed to professional and personal development	
	Committed to equity, diversity and inclusion and developing greater awareness in these areas.	
	Willingness to undertake a Disclosure and Barring Service (DBS) check	
Other	Ability to work out of hours, including evenings and weekends	
	Willing and able to travel to a different locations to attend team meetings/ supervision.	

How to Apply

To apply for this post please submit your CV with a covering letter stating how you meet the criteria listed in the person specification to recruitment@thecellartrust.org before the closing date.

If you would like a copy of any of the recruitment documents in another format, such as a paper copy, please email recruitment@thecellartrust.org. Only candidates invited to interview will be informed and due to the volume of applications received we may only be able to give feedback to people who are unsuccessful at interview stage.

The Cellar Trust believes in equity and we celebrate diversity. We are an inclusive workplace, where everyone is welcome and supported to be themselves. We are a Disability Confident employer and offer a guaranteed interview to candidates with a disability who meet all the essential criteria in the person specification. If you would like to request a guaranteed interview because of a disability please specify this in your application.