

Safe Spaces

Crisis Support Worker (Bank/Relief Worker)

Job Description

Location:	Central Hall, Keighley, BD21 3JD / Bradford area
Salary:	£12.14 per hour
Hours of work:	17:00 to 21:00 or 17:00 to 22:00 – 7 days a week, 365 days a year
Contract:	Ad hoc Bank shifts. Worker Agreement (no contract of employment). Work will be offered to you on an "ad hoc" basis as and when there is a requirement for work to be done. You are free to accept or decline such offers of work. You are not guaranteed continuous work and we are under no obligation to offer you further or particular periods of work.
Responsible to:	Crisis Support Team Leader
Informal enquiries:	recruitment@thecellartrust.org
Closing date:	Open recruitment until all the positions are filled
Interview date:	Ongoing

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

The Safe Spaces is a collaborative service run in partnership with The Cellar Trust, Mind in Bradford, Bradford District Care NHS Foundation Trust and Bradford Metropolitan District Council. It offers a calm and friendly alternative to A&E for people in mental distress between the hours of 12.30pm – 2.30am, 365 days per year; it is available to people who live in Bradford, Airedale, Wharfedale or Craven. Safe Spaces is a non-clinical, supportive environment designed to help people in crisis stay safe, work through and understand their feelings, and then support them to access the support they need going forward. Clients are referred primarily by the First Response crisis support line as an alternative to visiting A&E, along with acute liaison psychiatry.

The Role

You will be part of a team of Crisis Support Workers delivering mainly one-to-one crisis support to clients over the telephone or face to face at one of our Keighley hubs, or via outreach support. You will provide practical assistance to clients in order for them to regain control over their lives and their own unique recovery process. Reporting directly to the Team Leader you will be responsible for the delivery of supportive one-one and some group interventions. The role is emotionally demanding due to the nature of distress experienced by clients. You may also be required to travel across the district as part of the role.

Who you are

You will have experience of directly supporting people who have mental health difficulties within a mental health service / setting. You will be experienced in working with vulnerable people with multiple risk factors in a clear, meaningful and non-judgmental way. You will have the ability to inspire hope and belief that recovery is possible in others.

What you will do

- Deliver one to one support sessions (face to face, phone, video, instant messaging) to people in mental health crisis
- Develop and sustain warm and trusting relationships with clients and promote self-esteem, happiness and emotional health
- Use distraction and de-escalation techniques where needed
- Participate in or lead shift handover, huddle or meetings
- Manage referrals and book appointments
- Conduct follow up calls to people 24hrs after crisis session
- Make onward referrals and signpost where necessary
- Offer outreach sessions within the community, such as at care homes, community centres, schools and in client homes
- Keep accurate records in a timely manner of all contacts on MYMUP (client management system)
- Build professional relationships with statutory and VCS organisations and liaise appropriately with parents where required
- Assist in risk assessments with multi-disciplinary staff, highlighting any changes in clients' presentation relevant to their safety plan and feedback accordingly
- Recognise and respond to safeguarding concerns, serious incidents, near misses and accidents as per procedure
- Support the shift Team Leader and take on additional work allocated as and when needed
- Provide mentoring support to colleagues by sharing experience and knowledge gained
- 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 relevant organizational policies and procedures
- Perform any other duties relevant to the post, taking a flexible, team-based approach to the role.

What you will get

- The chance to work for a dynamic, friendly and supportive charity and service.
- Opportunities to develop your skills and experience in Crisis Support within a mental health 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.

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.	Level 4 qualification
	Level 3 or above qualification in a relevant field (mental health, social care, health care, management) OR at least 2 relevant years' experience	Peer Support training
Experience	Experience of directly supporting people in a mental health setting with people who have had mental health challenges	Lived experience of mental health recovery and willingness to use this to deliver and develop services.
	Experience of working with vulnerable people with multiple risk factors in a clear, meaningful and non-judgmental way	Experience of supporting clients via telephone, instant chat and or video messaging
	Experienced and confident in managing challenging situations	Experience of mentoring/coaching others
	Experienced and confident in recognising and responding to safeguarding concerns for adults, children and young people	Experience of working in the voluntary sector.
	Experience of using internal cloud-based client management system	Experience of having challenging conversations with relevant stakeholders in a professional manner
Skills	Excellent communication skills and ability to demonstrate an empathetic and validating approach	Language skills (spoken) in one or more of the following: Urdu, Punjabi, Polish, Bengali, Slovak.
	Ability to encourage, engage and involve people in ways that promote their contribution, independence, resilience and achieve positive changes in their lives	De-escalation skills and the ability to confidently lead and resolve challenging situations
	Ability to gather relevant information to support and assess risks	Ability to lead shift huddle or meetings
	Excellent IT skills including the use of Word, Outlook and Excel and online systems	Ability to confidently organise and delegate work tasks to colleagues
	Excellent organisational skills and attention to details in a busy working environment	
	Ability to thrive and adapt in a changing environment	
	Ability to plan and prioritise workload.	
	Ability to work as part of a team and work alone and use own initiative	
Knowledge	Understanding of current issues faced by people with mental health issues	General knowledge of mental health and wellbeing through lived experience
	An understanding of different approaches to respond to crisis and mental health distress	
	Knowledge and understanding of risk management and health and safety issues	
	Awareness of safeguarding issues and best practice	

	Good understanding and knowledge of statutory and VCS organisations in the local area that can support our clients	
	Knowledge of GDPR and the importance of data protection and confidentiality	
Personal Qualities	Healthy and secure professional boundaries.	Engaging and consultative approach to leadership.
	Ability and willingness to reflect on work practice and be open to constructive feedback.	
	Commitment to providing person centred services.	
	Committed, passionate and enthusiastic with a can do and flexible attitude	
	Committed to professional and personal development	
	Committed to equity, diversity and inclusion and developing greater awareness in these areas.	
Other	Willingness to undertake an Enhanced Disclosure and Barring Service (DBS) check	
	Ability to travel across the district if required	

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

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.

All successful candidates will be asked to undertake an enhanced Disclosure and Barring Service (DBS) check and a right to work in the UK check.

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.