**Job Description**

|  |  |
| --- | --- |
| **Post** | **Crisis Recovery Worker** |
| **Location** | **Cambridge with occasional travel to Peterborough** |
| **Line Manager** | **Sanctuary Service Manager** |
| **Hours** | **Part time hours: 28 hours per week, 5.30pm – 1am Evenings and Weekends**  **The shift rota allows for approximately two weekends off a month** |
| **Salary** | **Salary Scale Point 19 £28,070.00 per annum FTE**  **Salary for this role: £20,959 per annum (28 hours)** |
| **Main Objective** | The Sanctuary is a non-clinical, safe space for individuals to visit as an alternative to attending A&E and is part of the wider First Response Service across Cambridgeshire and Peterborough.  Working one to one (either face to face or over the telephone) you will support individuals experiencing mental health distress by:   * Establishing connection and rapport in a non-intrusive, non-judgmental and compassionate manner * Supporting individuals through worker guided self-help strategies including grounding, breathing techniques and muscle relaxation * Supporting individuals to relay their immediate needs and concerns and offering emotional and practical support and information to address these * Provide individuals with information on and how to connect with social support networks available to them in their own community |

**Vision**

Our vision is a society in which everyone has positive mental health and feels part of a connected community.

**Mission**

Our mission is to:

* support those with poor mental health to live well, whatever that means for them
* enable people to maintain positive mental health, especially those who are going through tough times
* inspire connections and eliminate stigma within our communities for the benefit of everyone’s mental healt

**Values**

Our values are central to everything we do. They define us as an organisation.

* Respect
* Empowerment
* Inclusivity
* Integrity
* Courage
* Compassion

|  |
| --- |
| Specific Duties and Responsibilities  **Crisis Recovery Worker** |
| This is an out of hours’ crisis response service operating between 6pm and 1am, seven nights per week and the successful post holder will:   * provide practical and emotional one to one support to individuals experiencing a mental health crisis. * listen with empathy and without judgement and support individuals in distress to find ways to make their current situation more manageable. * support individuals accessing the service to develop self-management strategies, making best use of their own strengths and community resources. * take a pragmatic approach to risk management and to ensure the safety of individuals accessing the service, supporting them to develop safety plans and liaising with other services as appropriate. * work supportively as part of a small team. * carry out administrative tasks in a timely way and provide written reports when required. * work collaboratively with external partners and organisations. * attend reflective practice supervision and one to one line management supervision. * provide cover across both Sanctuaries when required. * perform any other relevant duties commensurate with the post.   NB: This role is peripatetic and may require occasional travel across Cambridgeshire and Peterborough.  **This post is subject to satisfactory enhanced DBS clearance.** |

|  |
| --- |
| **General Responsibilities** |
| **Equality**   * Promote the equality, diversity and rights of others by ensuring people are respected and valued as individuals. * Ensure equal access to services, that people are treated with dignity and without discrimination. |
| **Quality**   * Work within all CPSL Mind’s policies and procedures at all times, with specific reference to the Safeguarding and Child Protection policies. * Have due regard for health and safety and security in the workplace and contribute to raising awareness. |
| **Services**   * Maintain a strength-based service which recognises and celebrates the talents and abilities of the individuals accessing the service. * Maximise the potential for genuine co-production of service delivery wherever possible * Take a dynamic approach to risk assessment and mitigation. * Work collaboratively with individuals and other services as necessary in situations where an individual feels unsafe and escalate as appropriate. * Liaise with the other mental health services across Cambridgeshire and Peterborough, as required |
| **People**   * Recognise and respect the role of co-producers as equal partners within the service. * Create productive working relationships within CPSL Mind and with partner agencies. * Develop personal skills to improve performance and knowledge. |
| **Performance**   * Follow agreed work plans and monitoring and evaluation methods, ensuring that reports on performance are available. * Actively participate in all training relevant to the delivery of this role. * Participate in regular line management one to ones, reflective practice supervision and annual appraisals |
| **Resources**   * Ensure that equipment and materials are available to achieve service outcomes. * Pro-actively manage limited resources. |
| **Information**   * Keep up to date notes and records in relation to support and activities provided and input into our database in a timely way. * Provide to the Head of Services and Senior Management Team in a timely way, data, stories and other evidence for service impact reports. * Manage all data in accordance with the provisions of all current Data Protection legislation |

**Person Specification**

**Crisis Recovery Worker**

***Please provide evidence to support these***

***competencies within your application***

|  |  |  |
| --- | --- | --- |
| **Competency** | **Essential** | **Desirable** |
| To demonstrate compatibility with CPSL Mind’s aims, objectives and values. | √ |  |
| Demonstratable experience of working with or supporting individuals experiencing emotional distress |  | √ |
| Provide support that is non-judgemental and relevant to individual circumstances | √ |  |
| Demonstrate ability to engage with people with empathy and compassion | √ |  |
| A clear understanding of the sensitive and complex issues that may lead to a mental health crisis |  | √ |
| Proven experience of engaging, supporting and empowering individuals on a one-to-one basis |  | √ |
| Clear understanding of principles of suicide prevention and safety planning |  | √ |
| A clear and comprehensive understanding of people and their individual needs |  | √ |
| Ability to manage both professional and personal boundaries | √ |  |
| Self-aware with ability to manage own wellbeing |  | √ |
| Good communication skills across a range of media ie, face to face, telephone, writing documents, e.mail, presentations and data collection | √ |  |
| Ability to regularly update and maintain information with data protection legislation |  | √ |
| Ability to work on own initiative and respond with flexibility. |  | √ |
| Ability to engage and work as part of a team and manage own workloads | √ |  |
| Capacity to work flexible hours within an agreed shift pattern. | √ |  |
| Car owner driver |  | √ |