

# Job Description and Person Specification

## Crisis Support Worker (CYP) BANK



<b>POST:</b>	<b>Crisis Support Worker (CYP) Bank</b>
<b>LOCATION:</b>	<b>Shipley</b>
<b>GRADE / SALARY:</b>	<b>£12.56 Per hour</b>
<b>HOURS:</b>	<b>Ad-hoc relief shifts: Monday to Sunday 3:00pm to 9:00pm or 5:00pm to 9:00pm</b>
<b>ACCOUNTABLE TO:</b>	<b>Service Lead Safe Spaces</b>

### **Purpose of the Job:**

You will deliver crisis support to children and young people. Safe Spaces is a non-clinical, supportive environment designed to help people in crisis stay safe, work through and understand their feelings, and then help them to access the support they need going forward.

### **Main Duties:**

- Deliver one to one/small group support to young people in mental health crisis. This may include diversionary and therapeutic activities, encouraging helpful coping strategies and crisis management planning.
- Deliver support in a recovery-focused and person-centred way, which builds confidence and helps people to move forward.
- Manage referrals, book appointments and make follow up calls after crisis session.
- Ensure that client notes and information are recorded in an accurate and timely manner and kept updated.
- Make onward referrals and signpost where necessary, including supporting the transition to adult services.
- Assist in risk assessments with multi-disciplinary staff, highlighting any changes in clients' presentation relevant to their safety plan and feedback accordingly.
- Liaise with professionals and organisations across the district including referrers and partners.
- Participate in shift handover and team meetings.
- Work in line with all relevant safeguarding policies and procedures, ensuring concerns are escalated appropriately.
- Prepare communal areas for young people including cleaning.
- Provide a hot meal if applicable and refreshments throughout the stay.
- Act in a way that is consistent with the principles embedded in the "Common Core of Skills & Knowledge" as identified by Every Child Matters.
- Complete all mandatory training including Level 3 Emergency First Aid at Work (including paediatric first aid).

### **Values and Behaviours:**

- Create and maintain a culture of respect always challenging and rooting out discrimination and stigma.
- Demonstrate a consistent belief in people and tenacity in supporting people to improve their future.
- Be passionate about our work and inspire others to feel the same.
- Be committed to doing things well and always look for opportunities for improvement.
- Model excellent partnership and team working.

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### PERSON SPECIFICATION

Listed below are the knowledge, experience skills and values you'll need to do this job, we will assess these through your application or through tests or interviews after shortlisting.

<b>Knowledge</b>	<b>Method</b>
Qualifications to GCSE Grade 4 or above, or significant equivalent experience	<b>Application</b>
Practical knowledge and/or lived experience of the challenges facing people who have difficulties relating to their mental health.	<b>Application Assessment</b>
An understanding of different approaches to respond to crisis and mental health distress	<b>Assessment</b>
Good knowledge of statutory and VCS organisations in the local area that can support our clients.	<b>Assessment</b>
Knowledge of the potential role of peer support in mental health services	<b>Assessment</b>
Understanding of risk management and safeguarding	
<b>Experience</b>	
Experience of supporting people in a mental health setting OR experience of working with vulnerable people with multiple risk factors	<b>Application Assessment</b>
Experience in managing challenging situations	
Experience of working in a peer support role or of mentoring others	<b>Application Assessment</b>
Experience of using IT systems to record client notes	<b>Application</b>
<b>Skills</b>	
Non-judgmental and supportive interpersonal skills	<b>Assessment</b>
Ability to gather relevant information to support and assess risks	<b>Assessment</b>
Competent in Word, Excel, Outlook	<b>Application</b>
<b>Values</b>	
A firm belief that all people matter and deserve respect	<b>Assessment</b>
An evidenced belief that everyone can change	<b>Assessment</b>
A track record of delivering on your commitments	<b>Assessment</b>
A personal commitment to equality, diversity, and inclusion	<b>Assessment</b>