

Job Description and Person Specification

Crisis Support Worker

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| POST: | Crisis Support Worker |
| LOCATION: | Central Hall, Keighley |
| GRADE / SALARY: | D1 £25,235 FTE per annum |
| HOURS: | Tuesday, Wednesday & Saturday – 5:00pm to 10:00pm |
| ACCOUNTABLE TO: | Service Lead Safe Spaces |

Purpose of the Job:

You will deliver one-to-one crisis support to clients face to face or over the telephone. 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 support sessions to people in mental health crisis.
- Deliver support in a recovery-focused and person-centred way, which builds confidence and helps people to move forward.
- Manage referrals, book appointments and conduct follow up calls after crisis session.
- Make onward referrals and signpost where necessary.
- Assist in risk assessments with multi-disciplinary staff, highlighting any changes in clients' presentation relevant to their safety plan and feedback accordingly.
- Participate in shift handover and team meetings.
- Offer outreach sessions within the community, such as at care homes, community centres, schools and in client homes.
- Liaise with professionals and organisations across the district including referrers and partners.
- Ensure that client notes and information are recorded in an accurate and timely manner and kept updated.
- Work in line with all relevant safeguarding policies and procedures, ensuring concerns are escalated appropriately.
- 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.

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- Model excellent partnership and team working.

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.

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