

## Crisis Support Worker (Safe Spaces)

### Job Description

#### 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.

#### The Role

You will be part of a team of Crisis Support Workers delivering mainly one-to-one support to clients over the telephone or face to face at one of our Bradford Hub. You will report directly to a Team Leader and will support people to regain control over their lives and access further sources of support. The role is emotionally demanding due to the nature of distress experienced by clients.

As a Safe Spaces Crisis Support Worker, you will also have the opportunity to be part of our bank staff, offering ad-hoc relief cover for absence/annual leave.

#### Who you are

This role will appeal to those who have an empathetic, non-judgmental approach, and who are passionate about supporting people to create positive changes in their lives. You will need to be confident working both independently and as part of a team, and will be passionate about supporting others.

#### What you will do

- Deliver one to one support sessions (face to face, phone, video, instant messaging) to people in mental health crisis, in a recovery-focused and person-centered way.
- Use distraction and de-escalation techniques where needed
- Participate in or lead shift handover, huddle or meetings
- Manage referrals, book appointments and conduct follow-up calls after a 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
- Provide mentoring support to colleagues by sharing experience and knowledge gained
- Keep accurate records in a timely manner of all contacts on MYMUP (client management system)
- Commit to training and self-development and to undertake any training required to carry out the duties of the post.
- Work in line with all relevant organisational policies, including safeguarding, and ensure concerns are escalated appropriately.

- Support the Team Leader and take on any additional responsibilities deemed appropriate, taking a flexible, team-based approach to the role.

## **Our organisation**

Mind in Bradford is a registered charity with a clear purpose to promote mental wellbeing and empower and help people experiencing mental health problems to manage and work towards recovery and fulfilment. We do this through:

- Building community and individual resilience for better mental wellbeing
- Providing early intervention advice and support
- Supporting people in crisis
- Empowering and helping people to recover and sustain improved wellbeing.

## **Our values**

Our team is committed to five values which underpin everything we do:

- Caring always
- Working together
- Supporting everyone
- Enabling all
- Improving continually

## **Person specification**

### **Knowledge**

- A minimum of 5 GCSE's (or equivalent) grades A-C
- Understanding of the key issues within mental health, and the potential challenges that people may face
- Knowledge of other relevant health & social care organisations across the Bradford District & Craven
- Knowledge of risk management and health and safety issues
- Understanding of safeguarding and good practice
- Understanding of confidentiality and data protection

### **Experience**

- Experience of working with children, young people or adults in a health, social care or any other relevant setting
- Experience of supporting people in a clear, meaningful and non-judgemental way either via telephone or in person

- Experienced and confident in managing challenging situations, and recognising and responding to safeguarding concerns.

**Skills**

- Excellent proven communication and organisational skills, including an ability to encourage and engage people in ways to make positive changes in their lives.
- Excellent IT skills, including use of Microsoft Packages
- Ability to work as part of a team and work alone and use own initiative
- Ability to gather relevant information to support and assess risks

**Personal Qualities**

- Healthy and secure personal boundaries
- Committed, passionate and flexible with a can do attitude
- Commitment to supporting people in a person-centred and non-judgemental way
- Committed to equity, diversity and inclusion.
- Understanding of and commitment to Mind in Bradford values.