

Relief 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 12.00pm – 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 Relief 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

Mind in Bradford is committed to promoting mental health awareness, reducing stigma, and improving the quality of life for people with mental health challenges. We value diversity, inclusion and lived experiences when recruiting our staff and volunteers.

Person specification

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 a Disclosure and Barring Service (DBS) check	
	Ability to travel across the district if required	