

**JOB DESCRIPTION**

**BANK CRISIS SUPPORT WORKER**

Grade: NJC Scale Point 12, £24,496 pa / pro rata. £12.70 per hour

**Plus, an additional unsociable hours payment of £2.00 per hour from 9.00pm – 2.00am**

Hours: BANK HOURS ONLY

Responsible to: Crisis Service Team Leaders

Employing body: Touchstone Board of Trustees

Place of Work: Various service locations across Kirklees, Leeds, Rotherham and Wakefield

**The post will involve regular face to face work (including bank holidays) in the evening and at night usually between the hours of 5pm-1am.**

**Please be aware that all staff are responsible for arranging their own transport to and from working locations.**

**We are unable to provide sponsorship for these roles.**

**BACKGROUND TO SERVICE**

Our Crisis Cafes and Safe Spaces provide support to individuals who are struggling to cope in an evening (6pm-Midnight) and feel they need support.

We operate 7 nights a week, 365days a year across multiple sites and 4 areas in Yorkshire. Our Kirklees and Rotherham services support people aged 18+ and our Leeds and Wakefield services support people aged 16+.

The aim of our service is to reduce A&E admissions and emergency service intervention for people experiencing mental health distress, by providing a safe alternative space. We deliver 1-to-1 support to de-escalate crisis and listen to individuals immediate concerns, as well as providing social activities based on distraction and coping techniques to empower self-management and prevent future crisis.

We are looking to recruit people with personal experience of mental distress and experience of supporting people in crisis, including working with people at risk of suicide and self-harm and supporting people from BME and LGBT communities.

**PURPOSE OF THE JOB**

1. To work as part of a team providing the day-to-day delivery of the service including 1:1 support for attendees.
2. To work closely with partners in other agencies, including A&E, Acute Liaison Psychiatric Service (ALPS), Crisis Assessment Service, Serenity Integrated Mentorship projectand other voluntary sector organisations.
3. To provide support to individuals who are experiencing crisis and acute distress, including one to one support, support planning and liaison with local services.

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| **ONGOING DELIVERY** |
| 1. To fully involve attendees in service development and delivery. 2. To provide a culturally sensitive and accessible service. |
| 1. To establish respectful, sensitive, professional relationships with attendees, demonstrating awareness of the issues faced and needs of the client groups and recognising the assets and strengths of individuals. |
| 1. To build appropriate relationships with attendees, many of whom will have labels of complex needs risk-taking activity, deliberate self-injury and resistance to support and intervention. |
| 1. To work with people in acute states of distress and who may use a variety of coping mechanisms. This involves working with people who use substances and people who self-harm. |
| 1. To effectively monitor the service, accurately recording information and data. |
| 1. To ensure risk, safety and safeguarding concerns and capacity issues are dealt with appropriately, acted upon, recorded and communicated to the Wakefield Safe Space Team Leader and relevant statutory authorities. |
| 1. To refer attendees on to other services where appropriate. This may involve other crisis and/or emergency services. |
| **GENERAL** |
| 1. To work at all times as part of a team. This includes working with other staff, attending team and staff meetings and developing a teamwork approach to all aspects of the organisation's work. |
| 1. To maintain records as required by the Team Manager and in line with Touchstone policies and procedures |
| 1. To be inducted, supervised, performance monitored and appraised in line with the organisation’s performance management policies and procedures. |
| 1. To be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness. |
| 1. To be responsible for promoting the work and services of Touchstone to the public, potential attendees, referrers and funders. 2. To operate within the aims, policies and practices of Touchstone at all times and to be committed to and promote the organisation’s Equal Opportunities and Anti-Discriminatory policies. 3. To ensure information is dealt with in accordance with organisational policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. attendee data. 4. To ensure that Data Protection, Health & Safety, Complaints Handling and Corporate Governance requirements are met. |
| 1. To implement the Organisation’s policies, procedures and practices and, to comply with the aims of Touchstone at all times; to be committed to and implement Touchstone’s Equal Opportunities Policy and to promote this with staff. |
| 1. To be aware of and employ the general practices of Touchstone’s Safeguarding and Health and Safety policies and ensure these are adhered to at all times 2. To undertake any other duties as directed by your Line Manager that may reasonably fall within the scope of the post. |

July 2023