Touchstone Crisis Support Service

Working For Us

# Overview of the 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 not a clinical service and do not provide medical advice, therapy, or counselling. Our teams are made up of individuals from a variety of backgrounds with lived experience of mental health crisis.

To support our demanding service, we are looking for experienced Support Staff and Team Leaders who are passionate about increasing access to Crisis Care for all and are able to work flexibly in the evenings where our core team need additional capacity to operate.

# We Provide Support For:

* Stress and Anxiety
* Low mood
* Depression
* Social Isolation and Loneliness
* Thoughts of Self-Harm
* Thoughts of Suicide
* Thoughts of relapse
* Individuals struggling to cope.

We do not provide clinical therapy, diagnosis, advise on medication, or case working.

We are a Low to Moderate Risk service. For individuals who are high risk and in need of intensive support, medical attention, or rapid response, we would always seek support and refer to the relevant areas Crisis Team and/or Emergency Services.

# Our Support Offer:

Individuals can access support by calling us on the night and talking to a member of the team on shift. We then assess risk and capacity and wherever possible provide support on the same night. If we cannot provide the individual with a support, we will always give them alternative options to access help.

We do not have waiting lists or ask for a professional referral before accepting somebody.

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## 1 to 1 Support:

This is a 45minute support with a Crisis support worker and can be done in person or over the phone. This supports immediate de-escalation of crisis and provides an opportunity for individuals to discuss their feelings and concerns.

## Social Space Support:

We provide group support via delivering activities and promoting social interaction in a relaxed and safe environment to help distract individuals from negative thoughts, feelings, and emotions. Our social space activities are also designed to help individuals find coping methods and interests that they may find useful and able to do at home themselves to promote self-management and reduce the risk of future Crisis.

We also provide free refreshments and a cooked meal each night, which is funded by the service and cooked by staff on the night. This is to support individuals who may not have the financial means, access, ability, or capacity to be able to cook for themselves that day. We cater to cultural requirements and always have vegetarian/vegan options every night.

# Creating a Diverse and Inclusive Service

In line with Touchstones aims and Values, our services aim to reduce barriers to accessing mental health support for individuals from minority groups including but not limited to: BAME, LGBTQIA+, Disabilities, Neurodiversity, and individuals with existing mental health conditions.

To reduce stigma and create an inclusive environment, we encourage individuals using the service to engage with each other using preferred names and pronouns, and coproduce ground rules for the service. We also support individuals who have used our service to become volunteers and be involved in aspects of service design and delivery, including recruitment, promotion and evaluation.

# Training and Development Opportunities:

Touchstone has a vast range of both mandatory and optional training for all staff to undertake including Safeguarding, Domestic abuse, Trauma informed practice, Coproduction, Gender Identity, LDGBTQI+ Awareness, Code of Conduct, Personal Responsibility, GDPR and more.

All new Crisis Service Staff will receive a full induction and will shadow shifts over a 4-week period. Regular feedback and debriefs will be provided to support development and learning and the induction period can be extended if needed.

Further training and development opportunities are always encouraged and Crisis Support Workers can discuss this in supervisions which take place every 4-6 weeks. This may be working towards becoming a team leader, service manager, experiencing other services across Touchstone, or being mentored by senior management.

# Flexible Working:

Our Crisis Cafes and Safe Space Crisis Support Workers and Team Leaders are expected to work on site every night they are on the rota to work. We cannot offer flexible working in the form of home working for this role.

Staff will be able to swap shifts with others if approved by their Line Manager.

Please be aware that all staff are responsible for arranging their own transport to and from working locations. We are unable to contribute towards travel costs to and from your designated area of work. However, mileage costs are covered for travel to alternative venues for training or any other needs of the service agreed with an individuals line manager.

# Bank Work:

Bank hours are available as bank positions only or can be undertaken by staff with a substantive post. This will allow for staff to work additional hours if they wish across any of our service areas.

Please be aware, we do not allow staff to work every day and may decline bank hours if staff are working too many days consequetively.