## TOUCHSTONE

**JOB DESCRIPTION**

**HERE FOR YOU Wakefield – CRISIS SUPPORT WORKER**

**Salary:** Touchstone Pay Structure (2024) points 12 - 17 starting at £27,988.11 pa/pro rata

Plus, an additional unsociable hours payment of £2.00 per hour from 9.00pm – 02.00am

**Hours:** 24 hours per week (Tuesdays, Thursdays, Saturdays, or Sundays)

**Responsible to:** Here For You Wakefield Team Leaders

**Employing body:** Board of Touchstone Leeds

**Location:** Wakefield

**\*Any increase in pay point(s) will be reviewed on annual basis based on the financial position of Touchstone and will only be awarded on this basis. Your pay/pay point will not automatically increase.**

**This role is fixed term up to 31st March 2027.**

**The post is face to face (including bank holidays) in the evening and at night. Shifts in Wakefield are between the hours of 5pm-1am.**

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

# PURPOSE OF THE JOB

The Here For You service provides support to individuals who are struggling to cope, and may have thoughts of self-harm or suicide in an evening and feel they need support.

The service operates 7 days/nights a week, 365 days a year supporting people aged 16years or older across Kirklees, Leeds, and Wakefield. The service works alongside emergency services, primary care, statutory services and other third sector community services to provide the most appropriate support for individuals away from A&E and section 136 suites wherever possible. The service delivers 1-to-1 support to de-escalate crisis and listen to individuals’ immediate concerns, as well as providing a calming and inclusive space for individuals to be their authentic self and develop distraction and coping techniques to empower self-management and prevent future crisis.

We are looking to recruit people with lived experience and experience of supporting people with emotional distress, including working with people at risk of suicide and self-harm and supporting people from BAME and LGBTQ+ communities.

### ROLE DESCRIPTION

1. To work as part of a team providing the day-to-day delivery of the service including 1:1 non-clinical crisis intervention and emotional support for attendees.
2. To work closely with partners in other agencies, including A&E, Emergency Services, Primary and Secondary care, as well as other community third sector organisations.
3. 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.
4. To work with people in acute states of distress and who may use a variety of coping mechanisms. This involves working with people who may use substances and people who self-harm.
5. To fully involve attendees in service development and delivery through coproduction to provide a culturally sensitive and accessible service.
6. To ensure risk, safety and safeguarding concerns and capacity issues are dealt with appropriately, acted upon, recorded and communicated to the Here For You Team Leader and relevant statutory authorities.
7. To refer attendees to other services where appropriate. This may involve other crisis and/or emergency services.
8. To maintain food hygiene standards and training as the service regularly provide refreshments and store food on site.

# GENERAL

1. To provide information and advice about Touchstone’s services to managers, teams, and other people/agencies with an interest in the organisation's work.
2. To undertake out of hours work as required by the service.
3. To be inducted, supervised, performance managed and appraised in line with the organisation’s performance management policies and procedures.
4. To be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness.
5. To be aware of and implement the general practices of Touchstone’s Health, Safety and Security policies and keep Managers informed about any serious and untoward incidents, safeguarding issues, health & safety concerns, financial issues, staff welfare.
6. 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.
7. To ensure information is dealt with in accordance with Touchstone’s policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. service user data.
8. To undertake any other duties as directed by the Manager, in line with the responsibilities of this post.
9. 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.

May 2025