

Safe Haven Recovery Worker - Crisis Cafe

We are your local Burton & District Mind, a local mental health charity affiliated to Mind: the leading mental health charity in England & Wales. We have been supporting people within our community since 1991. We will not give up until everyone experiencing a mental health problem gets both support and respect.

At Burton and District Mind our vision is for everyone in our community to experience better mental health. We work together as a team, supporting, encouraging and developing ourselves to provide a safe, productive environment enabling us to empower all those in mental distress or crisis.

The Safe Haven Recovery Worker will work as part of a small team to provide a public facing role in the delivery of a Crisis Café Mental Health Provision. They will provide a welcoming and understanding approach to supporting service members made up of people with mental health problems who may attend in mental distress or crisis.

They will provide an assessment of the level of need and provide mental health first aid and/or provision which distracts from mental health distress until the service member feels safe to leave. They will also operate a community help point supporting with low level psychoeducation and signposting to other opportunities for wellbeing.

Regular attendees will be asked to sign up as 'members' in order to promote recovery planning. Recover Workers may, from time to time, support Crisis Intervention workers and the police with the provision of a safe place for people in mental distress.

Key functions of post

Please note that this is a new post, and these functions may evolve as the service is implemented. This will be done in consultation with the appointed persons.

1. Be responsible for supporting service members with mental health needs in short period interventions, including refreshments, light psycho-education, troubleshooting and signposting.
2. To actively listen and understand the needs of participants which results in the sign up of membership and the coproduction of a Recovery Plan.
3. Support the implementation of a 'membership' for regular participants in order to support recovery planning.
4. Provide support though one to ones and group working towards goals noted in recovery plans to reduce dependence on the provision.
5. To make use of the ICT systems available from Burton and District Mind and MPFT.
6. To be a key holder for the venue, opening up and closing down as required and noted on the rota.
7. To support volunteers in providing group and one to one work.
8. To signpost, refer and provide warm introductions resulting in the participant receiving support from appropriate services and projects within the organisation, the partnership and external agencies.

9. To provide mental health self-help advice to participants including advice on wellbeing, sleep, diet, physical activity, interpersonal skills and employment/ education.
10. To support community groups and services to be accessible to people with mental health problems.
11. To work with the Development Team to identify gaps in local provision and community need for grant applications and community fundraising opportunities to close these gaps.
12. To reflect and share experiences and learning with the team as part of regular team meetings.
13. To build and maintain positive relationships with healthcare providers, charities and other agencies that contribute to the wellbeing of people with mental health problems.
14. To complete all administration and reporting linked to the service in a timely manner to an excellent standard including keeping a record of meeting dates, function, time spent, and outcomes achieved.
15. To undergo any training relevant to the role either internally or externally. This will include training in the induction by the partnership organisations and MPFT.
16. To uphold data protection, professional standards and safeguarding policies and report illegal activity as required and informed by training and policy.
17. Attend regular one to one supervision with the appointed line manager reporting on all areas of responsibility.
18. To provide cover at Safe Hands Out of Hours Home Sitting Service, if travel is available, as required and deemed appropriate use of time.
19. Undertake any other duties as delegated, which are deemed appropriate within the pay scale and responsibilities of the post and following consultation.

Person Specification

Qualifying Criteria

1. Enhanced DBS, with no offenses listed for a minimum of 12 months.
2. Two (2) references outlining ability to work with vulnerable people.
3. Willingness to work unsociable hours to a rota.

Experience & Qualifications

4. 6 months minimum experience of supporting with people with mental health experience to recovery – this can include personal lived experience, as a carer of a person of mental health problems or working or volunteering for mental health services.
5. Recognised level qualification Mental Health Awareness, Mental Health First Aid or equivalent qualifications or training.
6. Desirable to hold training or qualifications in Psychology, Health & Social Care or even Counselling qualifications level 2 or higher.
7. Understand and speak English – qualified at GCSE C or above.

8. ICT skills at Lv2 and experience of working with MS Office.

Knowledge

9. Understanding of the local safeguarding policy and processes.

10. Understanding of equal opportunities and diversity policies.

11. Understanding of the role of Care Planning and Recovery ethos and ability to contribute towards suicide prevention plans.

Qualities

12. Ability to maintain professional conduct whilst support people with severe mental health problems, sometime with complex needs and demonstrating difficult behaviour.

13. Ability to empathise and build trusted, professional relationships with people with mental health problems.

1. Ability to identify concerning behaviour, illegal behaviour and/or abuse and able to report this in a sensitive manner to the appropriate professional, safeguarding officer/team and/or police as required.

2. Ability to reflect and respond positively to constructive criticism during one-to-one supervision and team peer sessions. Willingness to attend regular support and supervision by a suitably qualified manager/team leader

Skills

3. Ability to de-escalate mental distress.

4. Facilitating one to one and group sessions.

5. Motivation and negotiation skills.

6. Evidence of working practice in identifying and understanding individual needs and translating these needs into outcomes for care planning.

Desirable:

7. One year of working in hospitality (such as café, restaurant, or public house), or other customer facing or customer service position.

8. Six months experience of working with people affected by Eating Disorders, Personality Disorders, Learning Disabilities, Substance Misuse, or other psychosocial issues such as rough-sleeping/homeless, violent offending or complex needs.

9. Experience of working within mental health recovery or crisis services.

10. Knowledge of involvement and participation processes.

11. Knowledge of outcomes recovery systems – such as Wellness Recovery Action Plans, Recovery Star or Wheel of Life.

12. Previous experience of working alongside volunteers.

Number of roles:

One role employed by Burton and District Mind

Hours:

- 14 hours per week
- Unpaid breaks
- Bank Holiday working also expected

Contract:

- Fixed term contract

Salary:

- £12.60 per hour, 5pm-8pm and Saturdays (to £13.00 per hour after successful completion on probation).
- £15.20 per hour, 8pm-11pm
- £19.73 per hour for Sundays and Bank Holidays

Working Days:

Flexible – 1 Weekday shift and 1 Weekend shift per week – with no set shift pattern.

Example:

Week 1: Tuesday & Saturday (14hrs)

Week 2: Wednesday & Saturday (14hrs)

Week 3: Monday & Saturday (14hrs)

Week 4: Friday & Saturday (14hrs)

Responsible to:

- Contract Manager and Safe Haven Team Leader.

Liaise with:

Community Recovery Workers, volunteers. Line Manager, Mental Health Practitioners from MPFT, voluntary sector partners, police, health professionals, people with mental health problems and their carers, other local mental health providers, external charities and other agencies who support people with mental health problems and the general public with need.

Based in:

- Tamworth

Annual leave:

- Pro rata

Pension:

- Pension scheme available

Travel:

- Some travel may be required across Lichfield, East Staffs and Tamworth Borough.

Method of application:

- Please email your Cover letter along with an up to date CV to: jobs@burtonmind.co.uk
- **APPLICATION WITHOUT A COVER LETTER WILL NOT BE CONSIDERED.**

Application deadline:

- Wednesday 5th November 9am
- Closing date may be sooner due to demand