**JOB DESCRIPTION – Nottingham Crisis Sanctuary**

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| **Job title** | Bank Crisis and Recovery Worker |
| **Grade/Salary** | G3 £9.35/hour |
| **Reports directly to** | Crisis Sanctuary Project Worker |
| **Hours** | Service Hours 5.30pm and 12.30am |
| **Period of employment** | Zero Hours |
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| **Job purpose** | The Bank Crisis Worker will be working closely with individuals who are experiencing a mental health crisis/perceived crisis and/or episodes of psychological/emotional distress.  The main purpose of the role is to assist individuals through appropriate person-centred interventions to be able to address and help de-escalate their immediate crisis experience.    Listening to individuals in a crisis will be a key aspect of your role and involves focusing, observing, understanding and responding with empathy, genuineness, respect, acceptance, non-judgment and sensitivity. Having the ability to communicate accordingly and appropriately with clinical intervention services will be key to the role. |
| **Outcomes** | **Prevention** To prevent an escalation in mental health problems for the individual thereby avoiding a mental health crisis.  To prevent unnecessary visits and referrals to secondary mental health services such as accident and emergency departments and other out of hours emergency services.  Reduce visits to primary care services.  **Recovery** To offer timely and appropriate interventions that aim to improve the mental health and wellbeing of individuals within a non-clinical setting.  To improve overall mental health, promoting wellbeing and individual resilience.  To help individuals develop self-management recovery strategies and techniques thereby increasing independence, confidence and self-determination.  To help promote improvement in size and range of social networks.  To support improved quality of life/confidence/self-esteem.  To enable individual’s ability to manage mental distress.  **Safety** To provide an environment which is both safe and non-judgemental and which aims to reduce feelings of isolation and the management of risk to the individual.  To work collaboratively and in close liaison with statutory mental health services (including out of hours crisis services) to provide support and interventions to the individual where this becomes appropriate.  **Referral and Signposting** To provide advice, guidance and emotional support and act as a link and referral agent to help individuals to be able to access a range of community-based interventions including counselling, access to IAPT, wellbeing series and bereavement support. |
| **Service delivery**  **Quality**  **Respect for the individual**  **Creativity and innovation**  **Team working** | Working in a recovery focussed way, you will actively support individuals who are experiencing a mental health crisis in the following ways;  Supporting people to create flexible and realistic crisis safety plans, offering guidance, reassurance and signposting individuals to further services if and when they need them.  To work as part of a team of Sanctuary Intervention workers within the Sanctuary Space environment you will need to demonstrate a good ability to work as part of this team, and have excellent interpersonal communication skills and abilities.  Be able to demonstrate an understanding and empathy for people with mental health problems who may be experiencing psychological/emotional distress.  Providing advice and emotional support to individuals on a 1:1 basis when needed.  Ability to deal effectively and calmly with challenging situations.  Discretion and judgment when dealing with sensitive and/or confidential information.  Provide appropriate support to help resolve conflict situations with others.  Be able to respond quickly and appropriately to any safeguarding concerns in accordance with legal requirements and policies and procedures e.g. Health and Safety, Risk Assessment, Safeguarding, Incident reporting and management.  Provide assistance to individuals who may require specialised professional support or services- e.g. Referral for mental health assessments, involvement of the Crisis Resolution and Home Treatment Teams.  To welcome new people to the Crisis Sanctuary, carry out initial assessments and maintain accurate records as required.  To help people develop self-management strategies and to make the best use of the local resources around them, signposting or making referrals as required.  To provide activities on site that are engaging and of interest to the clients.  To offer light refreshments and create a relaxed atmosphere.  To assist in the monitoring of the quality of the service and the outcomes required by the service.  To work at all times in accordance with the values, policies, practices and procedures of the project with particular emphasis on safeguarding, equality & diversity, and confidentiality. |
| **As part of your role you will:-**   * Use motivational and intervention techniques to support and empower people to de-escalate crisis and achieve successful outcomes. * Work actively, individually and as a team member to promote, measure and monitor the quality of the service and measure values and standards outlined in the service contract. * Proactively provide feedback to the organisation that has been gained from service users and other stakeholders to continuously improve both your own practice as well as improvement for the overall service delivery. * Be part of the local community and utilise both local contacts and knowledge within your day to day role. |
| **As part of your role you will:-**   * Work to a value-based approach * Strive, at all times, for individuals to be in control of their lives. * Behave at all times with honesty and integrity and support and encourage others to do the same. * Demonstrate self-control and the ability to manage your own reactions and emotions when supporting individuals in crisis. * Challenge discriminatory and disrespectful behaviour and instigate appropriate actions to address this. * Be prepared to receive and give honest, professional and constructive feedback. |
| **As part of your role you will:-**   * Be solution focussed in relation to problem solving and actively support the introduction of crisis intervention approaches. * Be able to signpost and access local agencies and services to support individuals in crisis. * Regularly reflect on your own practice and adopt a creative and motivational approach to enhance the experience of those accessing sanctuary services.   **As part of your role you will:-**   * Value being part of a team, establishing constructive working relationships with other teams and groups both internally and externally including partner organisations. * Involve colleagues where appropriate and value and recognise the contribution of others. * Value and respect that other people will have different roles/skills and contribute to the team in different ways. |
| **Communication** | **As part of your role you will:-**   * Demonstrate excellent interpersonal communication skills and abilities. * Write in a style that is appropriate and accessible to your target audience. * Establish rapport with people and adapt your approach to reflect the other person’s style or mood, responding with empathy to personal, difficult or embarrassing subjects. You will initiate actions, even in challenging situations. * Reflect back to the individual and accurately summarise what you have heard to ensure understanding. * Ability to work confidently with a variety of software programmes to keep records accurate and up to date. |

**PERSON SPECIFICATION**

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| Desirable |
| * At least 12 months’ experience working in the mental health field, with experience of supporting people to be in control of their lives either in a paid or voluntary capacity. * Knowledge and understanding of the social determinants that can lead to poor mental health. * A good working knowledge and understanding of current safeguarding legislation. * Experience of providing creative solutions to problems and difficult situations. * Extensive knowledge of the local community you are working within. * Able to demonstrate the ability to work with strong values and work within a recovery approach framework. * Excellent communication skills and the ability to effectively utilise the technology available. * Good knowledge of both Microsoft programmes. * Ability to work flexibly. * Ability to work unsociable hours * Access to own transport |