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| **Job title** | Crisis and Recovery Worker |
| **Sector/Function** | Mental Health |
| **Department** | Haven House |
| **Reports to** | Team Leader |
| **Grade** | 2 |
| **Job purpose** | To support people in mental health crisis to avoid a psychiatric hospital admission.To work in partnership with the NHS Crisis Teams to deliver crisis interventions in a non-clinical setting.To provide therapeutic interventions, supportive and respectful relationships with people using our services. To educate guests on a range of coping, self-help and self-management techniques.To assist people who use our services to create their own recovery plans.  |
| **Key accountabilities** | To share ideas about ways of achieving recovery goals, drawing on a range of coping, self-help and self-management techniques. To assist people who use our services to create their own support and risk management plans. To sign-post people to various resources, opportunities and activities within communities and promote choice and informed decision making. You will work alongside staff with a lived experience of mental health issues. |
|  | To facilitate guest activities of their choice and performing a range of practical tasks, aligned to their recovery goals. To support the team in promoting a recovery orientated environment, disseminating information and educating guests when required. Be actively involved in the continued development of service delivery.To act as an ambassador for Turning Point with external agencies and partner organisations.To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms |
| **Dimensions** |  |  |
|  | Internal contacts | Guests, Haven House staff team, line manager |
|  | External contacts | Crisis teams, care coordinators, third sector providers, carers |
|  | Planning outlook | Supporting discharge goals |
| **Personal effectiveness** | Essential |  |
|  | Able to relate to a wide range of people Able to build positive working relationships in a short period of time. Flexible. Ability to work shifts at unsociable hours Professional in appearance and behaviour Able to manage conflict and to help others to do so Ability to maintain a healthy home/work life balance High level of self-awareness – ability to critically appraise own performance Ability to demonstrate critical thinking Good team-working skills Ability to assist people to develop recovery plans Ability and willingness to reflect on work practice and be open to constructive feedback Ability to work in an enabling and creative wayAbility to maintain a clean working environment in line with health and safety requirements  |
|  | At least 2 years proven experience in mental health workAble to manage conflict and to help others to do so Good team-working skills Ability and willingness to reflect on work practice and be open to constructive feedback  |
| **Technical effectiveness** | Excellent written, verbal and non-verbal communication skills. Willingness to use IT systems |
| **Acquired experience & qualifications** | Good level of education  |
| **Other requirements** | Range of life experiences Good team worker Ability to use initiative Reliable Resilient Resourceful Good organisational skills including time management Supportive to other colleagues Able to demonstrate a patient, non-judgmental, respectful and compassionate attitude |