

BASILDON MIND

JOB DESCRIPTION

- Job Title:** Sanctuary Plus (Crisis House) Peer Worker
- Salary:** £22,549 per annum **pro rata** + OLF & shift allowance
- Hours:** **7.30am-7.pm: (2 day shifts per week)**
- Annual Leave:** 25 days plus Bank Holidays (pro rata)
- Line Management:** Sanctuary Plus Manager
- Accountable to:** Chief Executive Officer
Board of Trustees
- Experience:** Able to use lived experience and personal story for the benefit of others and be a positive role model for recovery.

Summary:

The Crisis House (based in Basildon) is part of the 24/7 Mental Health Crisis Response and Care Service covering the entire geography of the Mid and South Essex (MSE) Crisis Care pathway. It offers intensive, short-term support to help service users manage a mental health crisis in a 4 bedded residential setting, rather than in a hospital. This is a 24/7 service operating 365 days of the year.

Job Purpose

To support adults experiencing emotional and mental distress staying on a short-term basis at the Sanctuary Plus Crisis House.

Working as a team to ensure all service users receive the practical and emotional support required.

To support service users who are referred to the Crisis House using a person-centred, strengths-based approach.

Main Duties and Responsibilities

- To welcome new referrals to the Crisis House and work collaboratively to develop wellbeing and safety plans.
- To ensure the wellbeing, safety and state of health of service users, reporting any concerns to Manager/Senior staff.
- To provide practical and emotional support to individuals referred to the Crisis House.
- To ensure that consent intervention is sought in a manner that is meaningful to the service user.
- To communicate with people in a manner that is consistent with their level of understanding, culture and background.
- 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 deliver approaches which engage with service users in a boundaried manner, to enable individuals to access an appropriate range of support.
- To provide activities in the early evening that are engaging and of interest to the service users.
- To support service users to maintain or regain a sense of agency and autonomy.
- To ensure all relevant information about service user's support that gives cause for concern regarding practice or workload are shared with the Manager/Senior Worker.
- To maintain accurate electronic case records.
- To review service user outcomes.
- To keep up to date with best practice and contribute to the continuous improvement of the service.
- To assist in the monitoring of the quality of the service and the outcomes required by the service.
- To communicate effectively with other team members ensuring that relevant information is passed on to the team.
- To contribute to service development discussions.
- To present a positive image of Sanctuary Plus Crisis House and Basildon Mind.
- To work effectively within the Crisis House team and as part of the whole organisation.
- Perform all other duties as may reasonably be expected of your line manager.
- To offer light refreshments and create a relaxed atmosphere.

Standard Clauses

- To work in accordance with Basildon Mind's Aims and Objectives.
- To contribute to the development of best practice with the service.
- To undertake training as necessary to promote the development of skills and knowledge.
- To receive supervision, appraisal and to attend regular staff meetings.
- To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services.
- To promote awareness of and commitment to the Organisation's Equality and Diversity Policy in relation to employment and service delivery.
- To ensure compliance with Southend, Essex and Thurrock (SET) Safeguarding guidance and procedures.
- To ensure full compliance with the Health & Safety at Work Act 1974, the Organisation's Health and Safety Policy, delegated responsibilities, and all locally agreed safe methods of work.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with GDPR, and the Data Protection, Physical and Environmental Security and Confidentiality Policies.
- Actively support and promote Basildon Mind's fundraising activities as part of day-to-day activities.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

- This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.

Equal Opportunities: The post comes under the terms of Mind's Equal Opportunities Policy.

Basildon Mind
Person Specification
Sanctuary Plus Peer Worker

	Essential	Desirable
Qualification	Good general education	Level 3 in Health and Social Care, Diploma in Counselling or equivalent qualification
Experience	Able to use lived experience and personal story for the benefit of others and be a positive role model for recovery	Experience of working with people who have mental health difficulties and their families Experience of assessing and managing risk
Skills & Competencies	<p>Ability to communicate effectively and clearly with people of all levels both verbally and in writing.</p> <p>Understanding and empathy for people with mental health needs.</p> <p>Ability to maintain appropriate professional boundaries, including an understanding of the principles of confidentiality</p> <p>Ability and resilience to work honestly and sensitively with people who are distressed.</p> <p>Ability to keep accurate case notes.</p> <p>Effective administrative, organisational and problem-solving skills.</p> <p>Excellent IT literacy using a range of current and relevant packages and proficiency communicating via digital means i.e. telephone, email, zoom, MS Teams.</p> <p>Ability to work effectively in collaboration and partnership both within and outside the organisation.</p>	Interests, skills or hobbies that could be used for group activities, for example art, music, cookery or photography.

Knowledge of	Mental health issues	Health and Social Care and voluntary agencies Local Area Co-ordination and Asset Based Community Development
Other Requirements	<p><u>Must have</u> use of own vehicle for business purposes, and willingness/ability to travel within South West Essex, as required by service/requirements of post</p> <p>Flexible working to meet the needs of the service</p> <p>A commitment to equal opportunities.</p> <p>Commitment to the principles of recovery and work in a way that identifies people's needs and strengths and enhances hope, optimism and respect during the recovery process.</p> <p>Enthusiastic and motivational, with a strong 'can do' attitude.</p> <p>Self-awareness and understanding of own strengths and limitations and impact of personal style and approach on others.</p>	

Job Holder	Signature
	Date
Manager	Signature
	Date