



BASILDON MIND
JOB DESCRIPTION

Job Title:	Crisis Sanctuary Senior Outreach Worker
Salary:	£11,019 per annum + OLF & attractive shift allowance
Location:	Thurrock/South West Essex
Hours:	14 hours per week, permanent <i>(rota to cover late evenings (until 1am), weekends, bank holidays and outreach support during the day to meet service provision)</i>
Annual Leave:	25 days plus bank holidays (pro-rata)
Line Management:	Crisis Sanctuary Manager
Accountable to:	Crisis Services Lead Deputy Chief Executive Officer Chief Executive Officer Board of Trustees
Responsible For:	Crisis Sanctuary Workers & Volunteers
Summary:	<p>As part of Mid and South Essex Sustainability and Transformation Partnership (STP), there are 3 crisis Sanctuaries; based in Thurrock, Chelmsford and Southend on Sea.</p> <p>Crisis Sanctuaries provide a timely and comprehensive response to people in crisis and prevent escalation of mental health problems and unnecessary referrals to secondary mental health services, A&E departments and other emergency and out-of-hours services.</p> <p>The Sanctuary located in Thurrock provides a safe place for individuals from Thurrock, Basildon and Brentwood, experiencing an emotional or mental health crisis. It offers practical and emotional support in a warm, welcoming and friendly environment, operating from Monday to Sunday 10 am – 1am.</p>
Job Purpose:	<p>Working as a team to ensure all service users receive the practical and emotional support required.</p> <p>To be responsible for service users allocated to you during the shift ensuring person-centred, strengths-based approach.</p>

<p>Our Charity Values are at the heart of everything we do:</p>	<p>Open: We reach out to anyone who needs us. Together: We're stronger in partnerships. Responsive: We listen, we act. Independent: We speak out fearlessly. Unstoppable: We never give up</p>
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Main Duties and Responsibilities

Communication

To act as a positive role model in interactions with individual service users, carers, members of the multi-disciplinary team and other agencies.

To maintain positive working relationships and clear communications with service users, carers, staff, volunteers and other professionals.

To ensure that all communication takes place in a manner that is consistent with legislation, policies and procedures.

To develop measure to improve communications where barriers exist.

To ensure that consent to 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.

Delivering Crisis Interventions

To provide person centred support to service user's experiencing emotional or mental distress through both one-to-one and/or group work.

To ensure that people using the service are supported to develop self-management strategies and make the best use of their local resources.

To deliver approaches which engage with service users in a therapeutic and boundaried manner, to enable individuals to access an appropriate range of support.

To ensure that interventions build on service user's confidence and ability to solve problems and manage their health and wellbeing service user's; co-produce individual Wellbeing and Safety Plan.

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 staff.

To signpost and /or refer service users to other agencies as appropriate.

To provide activities on site that are engaging and of interest to the service users. |

To arrange light refreshments for service users. |

Quality |

To ensure the effective delivery of activity and quality standards to meet service specifications. |

To be responsible for your own administrative tasks and provide written reports when required. |

To identify, seek contributions/ suggestions and promote opportunities for service improvement. |

To report concerns of others regarding service users or the work environment. |

To present a positive image of the Sanctuary located in Thurrock and Basildon Mind. |

To work effectively within Crisis Sanctuary team and as part of the whole organisation |

Risk Assessment |

To understand the range of risks potentially faced by the service user group. |

To act responsively and responsibly to manage service users' crisis situations. |

To champion safeguarding, addressing and escalating concerns. |

To work with service users, families and members of the multi-agency team to plan, monitor and support management in the review of effectiveness of service users' risk management plans. |

To follow Basildon's Mind's Lone Working Policy for outreach activities ensuring that it is effectively monitored and recorded. |

To assist in maintaining a safe, clean and tidy Sanctuary in Thurrock. |

To ensure the safe usage, storage and maintenance of equipment and materials within the Sanctuary |

To take all possible precautions to safeguard the welfare and safety of staff, volunteers, service users and visitors by implementing all policies related to health, safety, security and risk. |

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 service users and staff is kept accurate, confidential, secure and in line with Data Protection Act 2018 and the UK GDPR, Physical and Environmental Security and Confidentiality Policies
- Actively support and promote Thurrock & Brentwood 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
Crisis Sanctuary Senior Outreach Worker

	Essential	Desirable
Qualification	Good written/verbal, numeracy and digital skills, supported by relevant education or equivalent experience	Level 5 in Health and Social Care, Diploma in Counselling or equivalent qualification
Experience	<p>Significant experience of working with service users with mental health problems</p> <p>Experience of using a person centred approach with service users</p> <p>Working as part of a team</p>	

<p>Skills, Knowledge and Abilities</p>	<p>Effective administrative, organisational and problem- solving skills</p> <p>Excellent verbal and written communication and interpersonal skills and ability to work with people in ways that are clear, considerate and understandable</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>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</p>	<p>Knowledge of current legislation including the Care Act, Mental Health Act and Equality and Diversity principles</p> <p>Knowledge of Statutory, Voluntary, Community and Faith groups across South West Essex</p>
	<p>both within and outside the organisation</p> <p>Ability to keep accurate case notes and statistical information</p> <p>Understanding of challenges for people experiencing a mental health crisis</p> <p>Understanding of safeguarding issues and procedures, risk management and health and safety.</p>	

<p>Other Requirements</p>	<p>Commitment to 'living our values' in everyday work (see above)</p> <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</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>	
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<p>Job Holder</p>	<p>Signature</p>
	<p>Date</p>
<p>Manager</p>	<p>Signature</p>
	<p>Date</p>