

Job Description

Role	Support Worker - Crisis Support Drop-In service
Hours	Part-time. 51.5 hours over a 6-week rolling rota.
Working Pattern	Typically worked over Friday and Saturday evenings, also Sunday afternoons, on a 'week on-week off' basis. (See example rotas included at the end of this document for more detail on weekly hours) Flexible working required according to the service needs. Service runs year-round so the rota will include public holiday working.
Salary	£22,000 Full Time Equivalent, pro rata actual salary £5,052 based on role hours
Contract	Fixed term contract until end of May 2025 (<i>potential for extension</i>).
Holidays	Pro rata annual leave hours calculated for part-time staff. (<i>Pro rata based on Full Time equivalent of 25 days per annum and UK bank holidays</i>)
Probation period	6 months
Accountable to	Local Coordinator
Location/Base	Derbyshire Mind's Crisis Support Drop-In service - Town Centre
Number of Posts Available	Four

Job Purpose

The Support Worker role is a key member of the team delivering the Mental Health Crisis Support Drop-In Service on Fridays, Saturdays and Sundays, alongside Volunteers. Support Workers are responsible for providing on-to-one and group support to Crisis Support Drop-In service attendees in an empathetic, non-judgemental, person-centred manner. There will be two Support Workers working each Crisis Support Drop-In session / shift. Support Workers will alternate the role of designated 'Shift Leader' for each shift, providing support and decision making to the team and acting as point of contact to on-call teams.

Job Summary

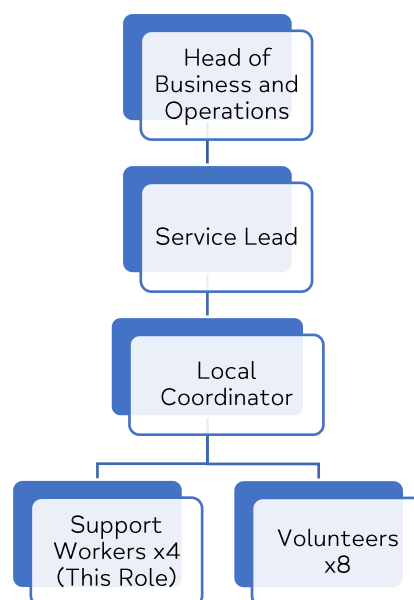
Crisis Support Drop-In services are friendly & supportive non-clinical crisis services for adults who self-define as needing immediate help with their mental health or emotional wellbeing. Located in Buxton, Ripley and Swadlincote, the services offer out-of-hours mental health help, support and signposting in a relaxed and comfortable community environment.

Following training, the Support Workers will be responsible for delivering the service to attendees who arrive at the service in emotional distress or mental health crisis, including assessing, monitoring and supporting those individuals on a one-to-one basis and via appropriate group work.

The Support Worker role will also require the post holder to alternate the role of designated 'Shift Leader' for that day's on-shift team. In addition to normal shift responsibilities, this will include, for example, allocating responsibilities to the team over the course of the shift, liaising with on-call teams as necessary, ensuring administration is completed, and leading a team wellbeing check-in at the end of each working shift.

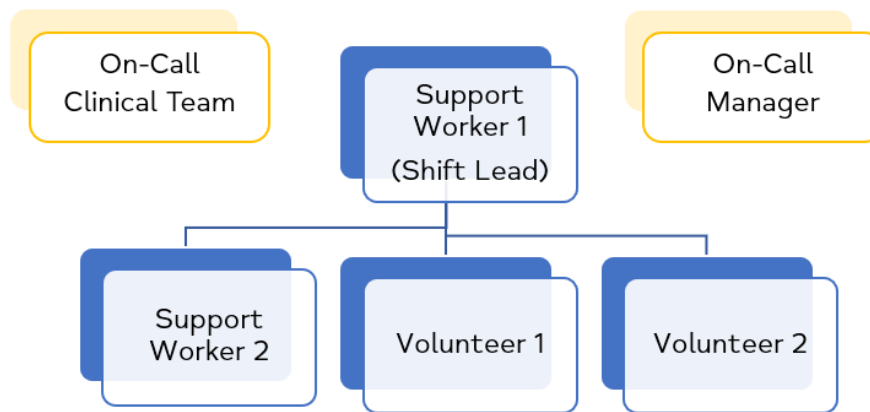
Organisational Chart: The Crisis Support Drop In Service Team

The local Crisis Support Drop-In service team consists of four Support Workers, up to eight Peer Support Volunteers, and the Local Coordinator. They share responsibility for delivering the service and ensuring that every shift is staffed to the appropriate level. Other members of the team include the Derbyshire-wide Crisis Support Drop-In Service Lead, the Head of Business and Operations, and our wider network of other services and partners.



Organisational Chart: Shift Staffing Structure

Each Crisis Support Drop-In service shift is typically made up of a team of two Support Workers of which one is the designated Shift Lead for that shift, and two Peer Support Volunteers. The team also has telephone access to an on-call manager and clinical staff.



Main Duties and Responsibilities

The key responsibilities of the Support Worker are :-

1. To deliver the Crisis Support Drop-In service by providing person-centred non-clinical mental health crisis support and information to attendees who might otherwise had to attend Accident and Emergency for help. This will include providing a supportive and safe environment, supporting attendees to identify their individual needs, providing support with de-escalation, providing advice and information, and, in partnership with the attendees, agree flexible and realistic crisis support and safety plans and encouraging positive steps towards management of crisis and future crisis prevention.
2. To follow agreed service systems, processes and procedures.
3. To proactively recognise the indicators of deteriorating mental health and facilitate appropriate action, while liaising with relevant agencies e.g. 999, On-Call Teams, NHS Crisis Teams. CMHT, etc.
4. To signpost and refer attendees to local services, including Derbyshire Mind groups and services, so that they can support and improve their mental health and hopefully not reach crisis point again.
5. To accurately record attendees discussions, individual and group observations on the relevant attendees notes on the database, following the guidance of GDPR. Ensuring that any issues are reported to the Local Coordinator in a timely manner
6. To liaise with the Local Coordinator, Service Lead, or other appropriate person to ensure the safety of attendees and team members as required.

7. To record and evaluate the impact of interventions using agreed feedback and evaluation tools. This includes using the computer program CharityLog for case management.
8. To potentially organise taxi transport for attendees to facilitate access to the service if they meet the criteria.
9. To support and encourage the Volunteer members of the team.
10. To initiate and maintain good channels of communication and information sharing with all members of the team.
11. To ensure the service remains operational by being punctual, flexible and working with colleagues to cover gaps in the rota caused by planned / unplanned absence ie annual leave and sickness.
12. To work positively as part of Derbyshire Mind's partnership, and the wider multi-disciplinary and multi-agency crisis alternatives teams.
13. To proactively contribute to the continuous improvement of the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working.
14. To contribute to the ongoing co-production of the service by supporting service users with Lived Experience to be involved in the design, review, and continuous improvement of the service.
15. To support the training of new Support Workers and Volunteers where deemed appropriate by the Local Coordinator, including providing shadowing opportunities.
16. To help ensure the service is, and remains, accessible to all individuals and groups e.g. younger adults, women with children, racialised communities, veterans and groups who may have more difficulty in accessing mental health services.
17. To participate in research, audit and evaluation as required.

Supervision, training, meetings, and support

18. To undertake specific and specialised training provided by Derbyshire Mind and other nominated parties, in order to support the vulnerable cohort of attendees.
19. To attend and actively participate in regular one-to-one meetings with line manager, team meetings, and clinical supervision.
20. To participate in Individual Performance Review and Personal Development plans, and to undertake training and development as identified within these discussions and as indicated by the requirements of the post.
21. To be proactive in reviewing and evaluating own personal performance and identifying areas for improvement and development.

General

29. Provide cover for other members of the wider Crisis Support Drop-In service team and potentially other Crisis Support Drop-In service teams across Derbyshire as necessary.
30. Participate in the assessment of risk and thereby contribute towards clinical governance as appropriate.
31. Maintain the confidentiality of information about attendees and other services, in accordance with Derbyshire Mind's policies and procedures. GDPR etc
32. Keep up to date on all matters relating to Derbyshire Mind's policies and procedures and adhere to these at all times.
33. Be familiar with matters relating to health and safety management and work in accordance with Derbyshire Mind's Health and Safety policy and procedures.
34. Derbyshire Mind is committed to Equal Opportunities for all present and potential members of staff and attendees. Therefore, it is expected that all employees and volunteers will understand, support, and apply this policy through their working practice, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.
35. Represent and be an advocate and role-model of Derbyshire Mind.

Carry out any other duties as are within the scope, spirit and purpose of the job, as requested by your Line Manager and more senior members of staff.

This job description is not intended to be an exhaustive list of all duties. It may also be subject to joint review from time to time between the post holder and Derbyshire Mind.

Person Specification / Selection Criteria

Category	Essential Criteria	Desirable (but not required) Criteria
Education & Qualifications	<ol style="list-style-type: none"> 1. Good level of general education, including English and Maths at GCSE grade C and above. 	<ol style="list-style-type: none"> 1. Any mental health, housing, social care, health care, counselling, or psychology related training or qualifications.
Experience	<ol style="list-style-type: none"> 2. Experience of working in a mental health service or similar, in either a paid or voluntary capacity. 3. Experience of providing compassionate wellbeing support to adults in a community or other setting. 4. Experience of helping people experiencing emotional distress and low self esteem. 5. Experience of working on your own initiative and as a member of a team. 	<ol style="list-style-type: none"> 2. Experience of working with adults with mental health conditions, either in a residential or community setting. 3. Experience of supporting individuals one-to-one, and via group work. 4. Experience of working outside of normal office hours. 5. Experience of leading a team or being a shift leader, including allocating roles and responsibilities to staff/volunteers.
Skills, Abilities & Knowledge	<ol style="list-style-type: none"> 6. Active listening skills. 7. Ability to gather and interpret information, problem-solve, make decisions and act. 8. Knowledge of common mental health conditions and issues affecting adults with mental health issues. 9. Good interpersonal and communication skills, both verbal and written. 10. Ability to communicate with different range of cognitive abilities eg learning difficulties, age difference, language differences, non-verbal attendees. 11. Ability to plan and manage and prioritise own workload in line with shift requirements. 12. Understanding of working within safeguarding, data protection, confidentiality and equality frameworks. 	<ol style="list-style-type: none"> 6. Knowledge of de-escalation techniques and resources. 7. Ability to seek and acquire knowledge of local services available to attendees. 8. An understanding of the principles, philosophy and practical applications of the Person-Centred Approach 9. An understanding of the issues faced by individuals from minority groups 10. Monitoring and evaluation skills

	<p>13. Good IT and technology skills in order to input attendees data onto the case management system, manage emails and documents using Microsoft programs.</p> <p>14. Ability to remain calm in stressful situations.</p>	
Personal Characteristics	<p>15. Compassionate, supportive and sensitive approach.</p> <p>16. Reliable, creative and flexible, with a 'can-do' attitude.</p> <p>17. Values people and sees their potential, worth and strengths.</p> <p>18. Develops effective and trusting relationships, characterised by respect, being non-judgemental, and not making assumptions about the person's experiences and beliefs.</p> <p>19. Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required.</p> <p>20. Emotionally resilient and has own self-care practices and methods.</p>	
Ability to Work Flexibly	<p>21. Access to a car to get to and from the Crisis Support Drop-In service venue (<i>as will be working outside of Public Transport operating times</i>).</p> <p>22. Willingness and ability to work flexibly in terms of working outside of normal office hours and supporting a service that needs to run all year round</p>	
Other	<p>The following are required of all roles with Derbyshire Mind. However, you do not need to address these in your application:</p> <ol style="list-style-type: none"> 1. Understanding the need for confidentiality and where to set the boundaries for confidentiality. 2. Be a role model of best practice and promote professional boundaries. 3. Genuine interest in and commitment to Derbyshire Mind's work and attendees population. 4. Strong commitment to equality and diversity. 5. Strong commitment to the involvement of people who use services, social inclusion, recovery and partnership working. 6. Strong commitment to the values and ethos of Derbyshire Mind and Zink. 7. Willingness to work flexibly in response to changing organisational/service requirements. 	

Example Rotas:

Support Workers rotas are based on a 6-weekly model that includes covering the service on a 'week on-week off' basis. In addition to covering the service, Support Workers will also be required to attend a team meeting, a one-to-one meeting with the line manager, and a Reflective Practice Supervision session with our external provider every 6 weeks.

Applicants must ensure that the below example rota patterns would be suitable and workable:.

Example Rota Patterns

ROTA - A

Week No.	Friday	(Hrs)	Saturday	(Hrs)	Sunday	(Hrs)	TOTAL
1	1730-2330	6	1630-2330	7	1400-1800	4	17
2	1600-1730	1.5		0		0	1.5
3	1730-2330	6	1730-2330	6	1400-1800	4	16
4		0		0		0	0
5	1730-2330	6	1630-2330	7	1400-1800	4	17
6		0		0		0	0
Typical 6-week total:							51.5

ROTA - B

Week No.	Friday	(Hrs)	Saturday	(Hrs)	Sunday	(Hrs)	TOTAL
1		0		0		0	0
2	1600-2330	7.5	1730-2330	6	1400-1800	4	17.5
3		0		0		0	0
4	1730-2330	6	1630-2330	7	1400-1800	4	17
5		0	1630-1730	1		0	1
6	1730-2330	6	1730-2330	6	1400-1800	4	16
Typical 6-week total:							51.5

Rota Pattern Includes:

- Service hours, per 6 weeks - **48 hours on average**
- Line Manager one-to-one, per 6 weeks - **1 hour**
- Group Reflective Practice Supervision, per 6 weeks - **1.5 hour**
- Team Meeting, per 6 weeks - **1 hour**