

## Senior Support Worker, Crisis Support Drop-In Service (CSDI) Job Description

<b>Role</b>	<b>Senior Support Worker - CSDI</b>
<b>Hours</b>	<p><b>Full-time, working an average of 37 hours per week, flexed over each calendar month.</b></p> <p>Flexible working pattern that will include working hours during the Monday to Friday working week as well as working at weekends to support Service Staff, including providing cover for occasional shifts, if required.</p> <p><b>NOTE: “A shift” for the purposes of this role is a single shift period working Friday, Saturday evenings 5.30pm to 11.30pm or Sunday afternoon 2.00pm to 6.00pm.</b></p>
<b>Working Pattern</b>	<ul style="list-style-type: none"> <li>✓ Flexible working pattern including some weekend work as the required across the week.</li> <li>✓ Ensuring services are fully and appropriately staffed.</li> <li>✓ Working such weekend shifts as may be required to ensure full cover of the service.</li> <li>✓ Flexible working required according to the service needs, including attending such meetings, events and activities as required.</li> <li>✓ Service runs year-round including public holidays that fall when the Crisis Service is usually open.</li> </ul>
<b>Salary</b>	£28,840 pa
<b>Contract</b>	Fixed term contract until 31 <sup>st</sup> March 2026, with potential for contract extension, there-after, subject to funding.
<b>Holidays</b>	Pro rata annual leave calculated (usually in hours) for part-time staff based on Full Time equivalent of 25 days per annum plus UK public/bank holidays.
<b>Probation period</b>	3 months
<b>Accountable to</b>	Services Lead – Line Manager
<b>Location/Base</b>	Buxton, Ripley, or Swadlincote, with flexibility to cover other sites

### Job Purpose

The purpose of this post is to be the lead member of staff of the Crisis Support Drop-In Service, based at your identified principal work location/service site, co-ordinating all aspects of service delivery, including line managing staff and volunteers, developing efficient systems and processes, and ensuring the service is delivered reliably, efficiently

and effectively in line with contract key performance indicators, stated outcomes and goals.

While the Senior Support Worker will be assigned to a single site as their usual place of work, the Senior Support Worker's role will include providing occasional shift cover and supporting CSDI staff and volunteers across all sites, subject to the needs of the service.

## **Job Summary**

Derbyshire Mind's Crisis Support Drop-In Service (CSDI), working in partnership between Derbyshire Mind and our partners, is an inclusive and supportive out of hours mental health crisis support service. The service provides a safe and welcoming alternative to A&E and other statutory urgent care services for any person who self-defines as needing immediate non-clinical help with their mental health and emotional wellbeing.

The Senior Support Worker is responsible for coordinating all aspects of the service across all sites. The role includes, the line management of members of the CSDI Team, coordinating site staff and volunteer rotas, ensuring all shifts are properly and safely staffed, providing staff one-to-ones, leading CSDI team meetings, recruitment of volunteers and paid staff, ensuring all necessary resources are maintained as required for the smooth running of the service, collating and reporting on activity and data and outcomes, reporting staff overtime to the Head of Central Services, responding to local enquiries, general service administration, liaising with the Services Lead, so that the service can deliver on its objectives.

## **Main Duties, Role and Responsibilities**

The key responsibilities of the Senior Support Worker are to:

1. Lead on local service delivery of the Crisis Support Drop-In Service, by line-managing all staff paid and unpaid, including;
  - ensuring all shifts are properly staffed,
  - authorising annual leave,
  - conducting line management meetings,
  - conducting individual supervision sessions with all local staff, including Bank workers and Volunteers as appropriate.
  - providing emotional and wellbeing support to staff including volunteers,
  - carry out all administrative tasks as required for the proper delivery of the service, and so on.
2. Create, coordinate, and communicate to all site staff and volunteers rotas (ideally at least 6 weeks in advance), ensuring any gaps caused by planned leave/absences are covered.
3. Provide short-term cover for the service by working CSDI shifts as and when required.

NOTE: Providing shift cover will not be the principal part of this role. Any shifts worked will be considered part of the role's contracted hours.

4. Keep an accurate log of staff hours worked and report monthly variations, overtime, sick leave, annual leave, etc. hours to the Services Lead.
5. Ensure CSDI staff, including volunteers attend their required clinical supervision sessions, staff meetings and one-to-one sessions.
6. Assist in the recruitment and induction of new CSDI Support Workers and lead the recruitment and induction of local volunteers.
7. Provide all administrative support to the team and service; Including responding to telephone, email, and written enquiries following the service's standard operating procedure using a high level of initiative and responding in a confidential and sensitive way as required.
8. Proactively working to continuously improve the service by working with the Services Lead, partners and Derbyshire Mind personnel to consider and then implement improvements to the service and its provision/delivery.
9. To ensure that the service databases are up to date and all data is entered appropriately so that clients can be managed appropriately, and service reports can be run.
10. To support staff and volunteers in developing their skills and accessing training as appropriate/required, both in-house and external.
11. Hold responsibility for local staff health, safety and welfare in line with Derbyshire Mind's Health and Safety policies, procedures and guidance, including for example, risk assessments, reviews, reporting, safeguarding, incidents/accidents, premises issues.
12. Be the first point of contact for managing all communications with external and partner organisations/agencies as an essential part of the role. i.e. Statutory services, clinical teams, NHS Services, partner organisations in Voluntary, Charity and Community Sector, etc.
13. Work positively as part of all partnerships and the wider multi-disciplinary and multi-agency crisis alternatives teams across Derbyshire.
14. Facilitate and attend both internal and external meetings as required, representing Derbyshire Mind and promoting the CSDI Service.
15. Play an integral role in instilling Derbyshire Mind's values through all service provision.
16. Lead on and be responsible for raising local and wider awareness of and about the Crisis Support Drop-In Service so that local organisations know what is on offer and how it works.
17. Help ensure that the service is, and remains, accessible to all individuals and groups including; younger adults, women with children, black and minority ethnic

communities, veterans and groups who may have more difficulty in accessing mental health services.

### **Supervision, training, meetings, and support**

18. Undertake training as required or considered appropriate for the role.
19. Actively participate in regular clinical supervision sessions, staff/team meetings and one-to-one sessions.
20. Participate in Individual Performance Review and Personal Development plans, and undertake training and development as identified within these discussions and as indicated by the requirements of the post.
21. Be proactive in reviewing and evaluating personal performance and identifying areas for improvement and development.

### **General**

22. Provide cover for other members of the CSDI team both at your designated site and others if necessary.
23. Maintain the confidentiality of information about clients and other services, in accordance with Derbyshire Mind's policies and procedures.
24. Keep up to date on all matters relating to Derbyshire Mind's policies and procedures, and adhere to these at all times.
25. Be familiar with matters relating to health and safety management and work in accordance with Derbyshire Mind's Health and Safety policy and procedures.
26. Derbyshire Mind is committed to Equality, Diversity and Inclusion for all, at all times. Therefore, it is expected that all employees and volunteers understand, support and apply this policy through their working practice, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.
27. Represent and be an advocate and role-model for Derbyshire Mind.
28. Carry out any other duties as are within the scope, spirit and purpose of the job, as requested by your Line Manager and/or 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
<b>Education &amp; Qualifications</b>	Good level of general education, including English and Maths at GCSE grade C and above.	Leadership/management training and/or administrative qualifications
<b>Experience</b>	<p><u>Administrative Experience</u>            Experience of working in an administrative role            Experience of coordinating a small service or team            Experience of the line management, supervision and development of staff            Good IT and technology skills in order to perform a number of administrative functions including using case management system, manage emails and documents using Microsoft programs, writing reports, etc.            Experience of working on own initiative and as a member of a team.            Good interpersonal and communication skills, both verbal and written.            Experience of working in a public facing role and maintaining a polite and compassionate manner.</p> <p><u>Operational Experience</u>            Active listening skills.            Ability to gather and interpret information, problem-solve, make decisions and act.            Knowledge of common mental health conditions and issues affecting adults with mental health issues.            Ability to communicate with different range of cognitive abilities e.g. learning difficulties, age difference, language</p>	Experience of working for a mental health organisation or similar Experience of working within the voluntary sector Experience managing rotas and timesheets Experience of recruiting, working with and supporting volunteers. Experience of coordinating services which operate outside normal business hours, evenings, weekends and on call

	<p>differences, non-verbal attendees.</p> <p>Ability to plan and manage and prioritise own workload in line with shift requirements.</p> <p>Understanding of working within safeguarding, data protection, confidentiality and equality frameworks.</p> <p>Ability to remain calm in stressful situations</p>	
<b>Skills, Abilities &amp; Knowledge</b>	<p>Knowledge of de-escalation techniques and resources.</p> <p>Ability to seek and acquire knowledge of local services available to attendees.</p> <p>An understanding of the principles, philosophy and practical applications of the Person-Centred Approach</p> <p>An understanding of the issues faced by individuals from minority groups</p> <p>Monitoring and evaluation skills</p> <p>Strong organisational and administrative skills and knowledge</p> <p>Strong IT skills, including proficient in the use of Microsoft Office programmes.</p> <p>Strong team management skills to support and supervise staff.</p> <p>Strong planning and problem solving skills.</p> <p>Strong verbal and written communication skills.</p> <p>Ability to deal with conflict, stay calm, and work with a solution-focused approach.</p> <p>Understanding of working within safeguarding, data protection, confidentiality and equality frameworks.</p>	<p>Knowledge of the local area.</p> <p>Knowledge and understanding of relevant statutory authorities including NHS and social care.</p> <p>Knowledge of Co-Production methods.</p> <p>Knowledge and understanding of mental health issues and mental health crisis.</p>
<b>Personal Characteristics</b>	<p>Professional, compassionate and supportive approach</p> <p>Reliable and organised, with a 'can-do' attitude</p> <p>Highly motivated and able to learn quickly, willing to seek advice appropriately.</p>	

<p><b>Ability to Work Flexibly</b></p>	<p>Car driver with own vehicle to get to and from site and other locations as required for the role (as will sometimes be working outside of Public Transport operating times).</p> <p>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>
<p><b>Other</b></p>	<p>The following are required of all roles with Derbyshire Mind. However, you <b>do not need</b> to address these in your application:</p> <ul style="list-style-type: none"> <li>✓ Understanding the need for confidentiality and where to set the boundaries for confidentiality.</li> <li>✓ Be a role model of best practice and promote professional boundaries.</li> <li>✓ Genuine interest in and commitment to Derbyshire Mind’s work and client population.</li> <li>✓ Strong commitment to equality, diversity and inclusion.</li> <li>✓ Strong commitment to the involvement of people who use services, social inclusion, recovery and partnership working.</li> <li>✓ Strong commitment to the values and ethos of Derbyshire Mind.</li> <li>✓ Willingness to work flexibly in response to changing organisational/service requirements.</li> </ul>