

Job Description

Role	Crisis Bank Support Worker - Crisis Support Drop-In Service (CSDI)
Hours	Friday and Saturday shifts – 5:30pm to 11:30pm Sunday shifts – 2pm to 6pm
Working Pattern	As and when shifts are available to cover sickness, absence and annual leave. Friday and Saturday evenings, and Sunday afternoons. Service runs year-round so shifts might include public holiday working.
Hourly pay rate	£12.71 per hour (with an additional £1.85 per equivalent to 14.54% of pay in lieu of annual leave)
Accountable to	Team Leader
Location/Base	Derbyshire Mind's Crisis Support Drop-In service – Buxton, Ripley or Swadlincote.

Job Purpose

The Bank 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 permanent members of team and volunteers. Bank 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 (contracted or Bank) working each Crisis Support Drop-In shift.

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 Bank 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.

Organisational Chart: Shift Staffing Structure

Each Crisis Support Drop-In service shift is typically made up of a team of two Support Workers, contracted or Bank. The team also has telephone access to an on-call manager and clinical staff.

Main Duties and Responsibilities

The key responsibilities of the Bank 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 Team Leader in a timely manner
6. To liaise with the Team Leader, 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 Charity Log for case management.
8. To support and encourage the volunteer members of the team.
9. To initiate and maintain good channels of communication and information sharing with all members of the team.
10. To ensure the service remains operational by being punctual, flexible and working with colleagues to cover gaps on shift caused by planned / unplanned absence i.e. annual leave and sickness.
11. To work positively as part of Derbyshire Mind's partnership, and the wider multi-disciplinary and multi-agency crisis alternatives teams.
12. 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.

13. 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.
14. 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.
15. To participate in research, audit and evaluation as required.

Supervision, training, meetings, and support

16. To undertake specific and specialised training provided by Derbyshire Mind and other nominated parties, in order to support the vulnerable cohort of attendees.
17. To attend and actively participate in one-to-one meetings with line manager, team meetings, and clinical supervision (optional but encouraged).
18. To be proactive in reviewing and evaluating own personal performance and identifying areas for improvement and development.

General

19. Participate in the assessment of risk and thereby contribute towards clinical governance as appropriate.
20. Maintain the confidentiality of information about attendees and other services, in accordance with Derbyshire Mind's policies and procedures. GDPR etc
21. Keep up to date on all matters relating to Derbyshire Mind's policies and procedures and adhere to these at all times.
22. Be familiar with matters relating to health and safety management and work in accordance with Derbyshire Mind's Health and Safety policy and procedures.
23. Derbyshire Mind is committed to Equal Opportunities for all present and potential members of staff and attendees. Therefore, it is expected that all bank workers 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.
24. 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	Good level of general education, including English and Maths at GCSE grade C and above.	Any mental health, housing, social care, health care, counselling, or psychology related training or qualifications.
Experience	- Experience of working in a mental health service or similar, in either a paid or voluntary capacity. - Experience of providing compassionate wellbeing support to adults in a community or other setting. - Experience of helping people experiencing emotional distress and low self-esteem. - Experience of working on your own initiative and as a member of a team.	- Experience of working with adults with mental health conditions, either in a residential or community setting. - Experience of supporting individuals one-to-one, and via group work. - Experience of working outside of normal office hours. - Experience of leading a team or being a shift leader, including allocating roles and responsibilities to staff/volunteers.
Skills, Abilities & Knowledge	- 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. - Good interpersonal and communication skills, both verbal and written. - Ability to communicate with different range of cognitive abilities eg learning difficulties, age difference, language differences, non-verbal attendees. - Ability to plan and manage and prioritise own workload in line with shift requirements. - Understanding of working within safeguarding, data protection, confidentiality and equality frameworks.	- Knowledge of de-escalation techniques and resources. - Ability to seek and acquire knowledge of local services available to attendees. - An understanding of the principles, philosophy and practical applications of the Person-Centred Approach - An understanding of the issues faced by individuals from minority groups - Monitoring and evaluation skills

	• Good IT and technology skills to input attendees' data onto the case management system, manage emails and documents using Microsoft programs. • Ability to remain calm in stressful situations.	
Personal Characteristics	• Compassionate, supportive and sensitive approach. • Reliable, creative and flexible, with a 'can-do' attitude. • Values people and sees their potential, worth and strengths. • Develops effective and trusting relationships, characterised by respect, being non-judgemental, and not making assumptions about the person's experiences and beliefs. • Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required. • Emotionally resilient and has own self-care practices and methods.	
Ability to Work Flexibly	• 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>. • 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 • Available to work at one or more of the Crisis Support Drop-In Services, in the town centres of Buxton, Ripley, or Swadlincote (please specify which service(s) you will be available to work at)	
Other	• The following are required of all roles with Derbyshire Mind. However, you do not need to address these in your application: • Understanding the need for confidentiality and where to set the boundaries for confidentiality. • Be a role model of best practice and promote professional boundaries. • Genuine interest in and commitment to Derbyshire Mind's work and attendees' population. • Strong commitment to equality and diversity. • Strong commitment to the involvement of people who use services, social inclusion, recovery and partnership working. • Strong commitment to the values and ethos of Derbyshire Mind. • Willingness to work flexibly in response to changing organisational/service requirements.	