



JOB DESCRIPTION

Job Title: Crisis and Recovery Senior Support Worker p/t

Salary: £12,396 21 hours per week (£20,661 pro rata)

Location: Southport initially

Responsible to: Crisis and Recovery Service Manager

Job Purpose:

To provide support to the café during operational hours (Friday to Sunday – 5pm to 11 pm and to and support clients outside these hours as needed. To Deputise for the Manager as required

The purpose of the Crisis Café is to provide an alternative access point for people requiring out of hours support when experiencing negative symptoms of mental illness which may result in crisis if support is not received. The café should work as a safety net so that people do not have to access A and E with the focus being on reducing crisis occurring by early intervention techniques and adequate support provisions.

Behaviours

The post holder must demonstrate the following behaviours:

- Provide support with a view to improving quality
- Provide appropriate and constructive challenge
- Create a culture that looks for understanding and solutions
- Visibly and positively respect and value the sector and staff
- Communicate a consistent and clear message to all
- Respect, listen to and value others views
- Maintain a customer focus with a relentless pursuit of excellent outcomes
- Have collective integrity and responsibility
- Endeavour to improve outcomes for the communities of Sefton

Main Duties and Responsibilities:

- To assist the Manager with the development of the service
- To support the manager to ensure all staff receive personal support and supervision
- To support people requiring practical and emotional support in a supportive safe environment as an alternative to hospital admission.
- To be responsible for a caseload of service users to develop emotional management and personal and life skills to enable them to grow in self-confidence and attain greater independence
- To welcome people accessing / referred to the service and address immediate presenting issues.
- To develop links with a range of external agencies including accommodation providers, health services, police, housing, debt advice, drug and alcohol services etc.
- To ensure the health and safety of service users
- To work effectively with other members of the team and to work supportively with other co-workers when on shift
- To be responsible for your own administrative tasks, recording of cases and provide written reports when required.
- Undertake other duties as may be reasonably required within the general terms of the job description.

General

The post-holder will be required to participate in staff development and use all relevant learning opportunities to improve personal skills. The post-holder will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

Confidentiality

The post-holder must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

Hours of Work

The post-holder must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS's policies and procedures and prior agreement with the line-manager. The post-holder will be expected to adopt a mature and common sense approach to this arrangement.

Pension

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract.

Annual Leave & Public Holidays

The annual leave entitlement is 26 days leave plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period. Employees are required to reserve the required amount of their holiday entitlement to cover these days.

Travel & Other Expenses

Reasonable expenses incurred in the course of duty will be reimbursed on receipt of a completed Sefton CVS Expenses Claim Form.

Equal Opportunities

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

Although every attempt is made to meet the access needs of disabled people, it cannot always be guaranteed that every individual need will be met. For example, it may be necessary for the post-holder to attend meetings in buildings outside the normal project base where unimpaired access to such premises cannot be guaranteed.

Sefton CVS will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.

Navajo Charter Mark (LGBTQ)

Sefton CVS is committed to being a Lesbian, Gay, Bisexual, Transgender, Questioning (LGBTQ) friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark in 2012 for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery



and access for LGBTI people within our communities.

Sefton CVS actively welcome people from LGBTI communities to apply for our job vacancies.

Disability Confident Employer

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



What we mean by disability: The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Guaranteed Interview: The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

How to apply: If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

Additional Information

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.

PERSON SPECIFICATION

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

REQUIREMENTS	E/D	
QUALIFICATIONS/SPECIAL TRAINING		
NVQ level 3 or 4 in Health & Social Care or Mental Health Or equivalent experience	D	Application
KNOWLEDGE/SKILLS		
<ul style="list-style-type: none"> • Able to demonstrate a commitment to and understanding of confidentiality in relation to the post, including an understanding of GDPR requirements. • Experience of supervising or managing staff or volunteers • Ability to prioritise and organise own work load. • Ability to evaluate and implement appropriate service developments with support from managers. • Excellent communication and interpersonal skills. • Ability to work independently, under pressure with flexibility. • Excellent team working skills. • A clear understanding of the principles of health improvement and behaviour change. • Willing to work flexibly on a rota to meet the needs of the service. 	E E E E E E D E	Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview
EXPERIENCE		

<ul style="list-style-type: none"> • Extensive experience of working with challenging, client groups, e.g. mental health service users, those with substance misuse problems, people with learning difficulties etc. 	E	Application/Interview
<ul style="list-style-type: none"> • Experiencing of managing and prioritising a case load of clients with competing demands. 	E	Application/Interview
<ul style="list-style-type: none"> • Experience of managing and using databases, developing presentation materials & reports. 	D	Application/Interview
PERSONAL REQUIREMENTS		
<ul style="list-style-type: none"> • Self-motivated and resilient 	E	Application/Interview
<ul style="list-style-type: none"> • High levels of emotional intelligence 	E	Application/ Interview
<ul style="list-style-type: none"> • Full drivers license and use of a vehicle for work or equivalent mobility 	D	Application

Common Requirements for all Sefton CVS posts

Communication Skills

- To effectively communicate with different groups and individuals in various situations.

Interpersonal Skills

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS.

Organisational Skills

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.

Team Working

- To be able to contribute to the Sefton CVS team and its overall effectiveness.
- To share skills, expertise and ideas with other CVS projects.

Information & Communication Technology

- IT literate; to be able to use Microsoft Office software such as Outlook, Word and Excel effectively.

Equal Opportunities

- To be committed to and understand equality and diversity practice and implementation in the workplace.

Voluntary Sector

- To have an understanding of the ethos, values and operating environment of voluntary, community and faith sector organisations.
- To have experience, either paid or unpaid, of working in the voluntary, community and faith sector.