**Job Description**

**Post**: Crisis Support Worker

**Responsible to**: Crisis Service Manager  
  
**Hours of duty: 21.25 hours/week** (9.00am- 8.00pm) and (9.00am – 5.00pm)

**Salary**: SLW - £20,475 per annum pro-rata

**Pension**: 6% of basic salary (paid by RAMH) and 2% paid by Employee

**Travel expenses:** Currently 45p per mile.

# Job Summary :

To provide support to people who are experiencing a crisis in their mental health. To Support a Senior Crisis Support Worker in the assessment, intervention and resolution of crisis situations. To work as directed by the Senior Worker to provide a direct telephone support and assessment service to service users of First Crisis Service. Intervention to be effective in reducing risk associated with crisis situations.

## Organisational :

* Participate in the RAMH training programme as required.
* Conform to RAMH’s Policy and Practice and Service specific processes.
* Champion awareness and understanding of Mental Ill health.
* Adhere to SSSC Codes of Practice

## Operational :

* To work 9.00am- 8.00pm (weekdays) or 9.00am-5.00pm (weekends/Public holidays providing predominantly telephone support
* To provide support to existing clients, in crisis, as directed by the Senior Crisis Support Worker
* To meet needs of clients by:

1. Providing appropriate supports and interventions for service users in crisis
2. Assessing and minimising where possible the risks clients may face
3. Liaising as required with a variety of other services all as directed and supported by a Senior Worker

* To keep a high standard of electronic and written records of your assessments and interactions with service users, as directed by the Service Manager and Senior staff.
* To adhere to the policies and practice of the service and organisation.

## Additional responsibilities :

* Abide by RAMH’s Code of Conduct and SSSC Codes of Practice.
* Keep abreast of developments in best practice with regard to mental health and crisis intervention, participate in reflective discussion with the Crisis Team.
* The post holder will not, by deed, inaction or comment, bring the reputation of RAMH into disrepute.
* Take all reasonable steps to ensure the health and safety of staff and clients and complete risk assessments timeously and report any risks immediately to Senior staff.
* The post holder will treat all clients with respect and courtesy at all times.
* Other reasonable tasks, which may include admin tasks, as demanded by the post and instructed by a Senior.

This document is indicative of job responsibilities, and is not exhaustive.

**Person Specification**

Crisis Support Worker – Part-time

**QUALIFICATIONS**

Essential Desirable

|  |  |  |
| --- | --- | --- |
| Minimum SVQ Level III in Health or Social Care (or working towards this) |  |  |

**EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| Experience of supporting adults with mental health difficulties in a community setting |  |  |
| Experience of working in a team |  |  |
| Knowledge of mental health issues |  |  |
| Ability to work and communicate in a multi-agency environment |  |  |

**SKILLS**

|  |  |  |
| --- | --- | --- |
| Assessment & Risk Assessment skills |  |  |
| Excellent verbal communication skills |  |  |
| Excellent written communication skills |  |  |
| Able to work independently as directed and use your own initiative |  |  |
| Ability to use IT effectively |  |  |

**PERSONAL TRAITS**

|  |  |  |
| --- | --- | --- |
| Self-motivated |  |  |
| Flexible/adaptable |  |  |
| Team member |  |  |
| Ability to demonstrate empathy and concern |  |  |
| Can work irregular hours |  |  |