

Job Description

Post: Senior Crisis Liaisons Worker – 10 month's test of change project

Responsible to: Crisis Support Service Manager

Hours of duty: 37.5 hours weekly – to be worked as required by the Service

Salary: SP31 - 34 £26,344 – £ 28,692 per annum

Travel expenses: 45p per mile.

Pension: 6% RAMH – 2% Employee + 2 x salary death in service benefit

Job Summary:

As part of the test of change RAMH, in partnership with Renfrewshire HSCP, have developed crisis support for Adults who are experiencing a crisis in relation to their mental health and are using drugs and/or alcohol. This is a development to RAMH's established FIRST Crisis service. The Senior Liaison Worker's role would be to co-ordinate the provision of support to clients who are experiencing a crisis related to their alcohol and drugs use and their mental health.

You will be required to quickly assess the support needs of clients, and decide on appropriate courses of action. Your role will link closely with Renfrewshire Alcohol and Drug Recovery Service (ADRS) and other key service partners.

You will be required to work evenings and weekends as part of the rota pattern, to ensure the team dynamic and communication is highly effective and any conflicts or misunderstandings are dealt with immediately so there is no impact on client care and support

Organisational:

- Participate in the RAMH training programme as required.
- Conform to RAMH's Policy and Practice.
- Promote awareness and understanding of Mental Ill health and addiction issues.
- Provide guidance and support to Senior and Junior staff.
- Adhere to SSSC Codes of Practice

Operational:

- To work shift rota as agreed with the Service Manager.
- To provide supervision to members of the staff team
- To carry out telephone assessments of clients in crisis situations.
- To provide ongoing support to existing clients
- To meet needs of clients by:
 - a) Providing appropriate supports and interventions for service users in crisis
 - b) Assessing and minimising where possible the risks clients may face
 - c) Liaising and developing strong relationships with the Renfrewshire Alcohol and Drug Recovery Service (ADRS) and other key partners
 - d) Develop a good knowledge of local services to ensure that clients are linked into support in the local community across Renfrewshire.

RAMH

e) Ensuring that a strengths based recovery orientated approach is used.

- To deliver alcohol and drugs training to the wider RAMH team.
- To keep excellent electronic records of your assessments and interactions with service users, as directed by the service manager. The service uses an electronic case management system – NEBULA – and all staff require to use this to record daily records.

Additional responsibilities:

- Abide by RAMH's Code of Conduct and SSSC Codes of Practice.
- Keep abreast of developments in best practice with regards to Alcohol and Drug issues, mental health and crisis intervention
- To develop strong Recovery orientated working partnership across Renfrewshire
- 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.
- The post holder will treat all clients with respect and courtesy at all times.
- Other reasonable tasks, as demanded by the post.

Scottish Social Services Council Registration:

- All staff must be aware of timescales and requirements of registration with SSSC – Scottish Social Services Council.
- Staff who are registered must take personal responsibility of making themselves aware of the requirements of registration and adhere to these requirements.
- It is NOT the responsibility of RAMH to register staff.
- Staff who are required to register with SSSC and don't complete registration within the timescales set out, will NOT be able to be employed in their current role, until registration is completed. This means that there may be no employment opportunities for staff in RAMH if they are not registered.
- Failure to register within timescales will result in disciplinary action and may result in suspension without pay or dismissal from RAMH.

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

Person Specification

Senior Crisis Liaisons Worker – 37.5 hrs weekly

QUALIFICATIONS

	Essential	Desirable
Social Work, RMN, Occupational Therapy or equivalent. (SVQ 4 Health and Social care or other appropriate area)	✓	
Supervision PDA or qualification		✓

EXPERIENCE

Experience working with adults with mental health difficulties in a community setting	✓	
Current knowledge and experience of working with adults affected by alcohol and drug issues	✓	
Experience working with adults in Crisis	✓	
Experience of working in a team	✓	
Supporting and supervising other staff/volunteers	✓	
Knowledge of relevant legislation	✓	
Ability to work and communicate in a multi-agency environment, maintaining positive working relationships	✓	
Ability to use IT effectively	✓	
Experience of delivering alcohol and drug related training	✓	

SKILLS

Assessment & Risk Assessment skills	✓	
Ability to motivate others	✓	
Excellent verbal communication skills	✓	
Excellent written communication skills	✓	
Able to work independently and on your own initiative	✓	
Proficient in the use of IT systems-Word – use of email	✓	

PERSONAL TRAITS

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