

## Job Description

<b>Post:</b>	Senior Crisis Support Worker – Temporary posts until March 2024
<b>Responsible to:</b>	Crisis Support Service Manager
<b>Hours of duty:</b>	Up to 37.5 hours per work (worked within a 4 week rolling rota)
<b>Salary:</b>	SP26 - SP30 £22,386 - £25,562 per annum pro-rata
<b>Travel expenses:</b>	45p per mile
<b>Pension:</b>	6% RAMH – 2% Employee

### Job Summary:

As part of an 18 month test of change RAMH is developing a Crisis Support Service for individuals who are experiencing a mental health crisis and are also affected by alcohol and/or drug related issues. The provision of support will be available to individuals who are experiencing a crisis related to their mental health alongside alcohol and drugs. The post-holder will be required to quickly assess the support needs of individuals, and decide on appropriate courses of action.

You will be required to work evenings and weekends as part of the rota pattern. In addition to this you will be expected to ensure the team dynamic and that communication is highly effective and any conflicts or misunderstandings are dealt with immediately so there is no impact on service user's 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 addictions.
- Provide guidance and support to junior staff.
- Adhere to SSSC Codes of Practice

### Operational :

- To work shift rota as agreed with the Service Manager.
- 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 as required with a variety of other services, and making referrals as appropriate.
  - d) Ensuring that a strengths base Recovery orientated approach is used.
- To support the deliver alcohol and drugs training to the wider RAMH team.
- To liaise with Renfrewshire Alcohol and Drug Recovery Service and other key partners.

## RAMH

- To keep excellent electronic records of your assessments and interactions with clients, 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 regard to mental health, addictions and crisis intervention
- 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 Support Worker – up to 37.5 hrs weekly

### QUALIFICATIONS

	Essential	Desirable
Social Work, RMN, Occupational Therapy or equivalent. SVQ 4 Care I an appropriate area		✓
Minimum SVQ Level III in Health or Social Care, or equivalent or HNC in relevant field	✓	

### 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 of working with adults in crisis within a senior worker role	✓	
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	✓	