



**Job Title:** Sanctuary Support Worker

**Reporting to:** Sanctuary Manager

**Location:** Harlow with travel to other sites across West Essex when required

**Hours:** Occasional working hours (variable hours across the rota)

4pm - 11pm, 7 hour shifts across 7 days per week including weekends and bank holidays, this is a 365 days a year service.

**Salary:** £11.44 per hour. Time and a half is paid when shifts are worked on Public Holidays.

**The organisation:**

Mind in West Essex is a mental health charity. We are an independent organisation affiliated to Mind (the national association for mental health), an organisation with which we share common values and principles. We aim to support people affected by mental ill health through the provision of a range of community-based services within the West Essex area.

**Purpose of the Job:**

To enhance the offer of mental health support from the Voluntary and Community Sector to individuals presenting to Crisis and Liaison teams via Sanctuary, Daylight and Night Owls. Working closely with Crisis staff and Mental Health Liaison teams the Sanctuary Support Worker will be community based to meet the needs of people referred by Crisis 24 and Liaison & Home First.

## **Key Task Areas and Responsibilities:**

### **Main Duties**

- To improve the mental wellbeing of people experiencing emotional crisis
- To liaise closely with PAH A&E, EPUT Crisis and Liaison Team & Home First.
- To increase early access to help for people experiencing mental health crisis by providing a clear and effective pathway to services provided.
- To contribute to an improvement in individual mental wellbeing.
- To remain a source of independent support for all clients.
- To reduce the use of police, ambulance and statutory mental health services for people experiencing crisis.
- To contribute to the effective delivery of Crisis Support in partnership with Essex Partnership University NHS Trust.

### **Role**

- To support a small number of people requiring practical and emotional support in a supportive safe environment.
- To welcome people and address immediate presenting issues.
- To work with Crisis and Liaison Staff and Home First to identify safe and effective onward referral routes for people.
- To continue work with people from Sanctuary & Night Owls who need next day follow up, assistance with accessing daytime services, support or reassurance.
- 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 safety of service users, and their carers.
- To work effectively with other members of the team and to work supportively with other co-workers when on shift.
- Record accurate, factual and contemporaneous notes on the CRM system designated for the role.

## General

- Understand, uphold and work with the values, ethos, aims and objectives of Mind in West Essex
- At all times adhere to relevant legislation, and good practice
- Represent the service, raise its profile and promote its cause
- Promote and uphold service users' rights.
- Maintain professional boundaries at all times.
- To share any and all concerns with Sanctuary Management and Senior Leadership Team.
- To share good practice and relationships with everyone you come into contact within your role. Act as a positive role model showing professional and caring attitudes and behaviour towards other team members, service users and carers.
- Work in a way that acknowledges the personal, social, cultural and spiritual strengths and needs of the individual.
- To ensure compliance with legal, ethical, regulatory and social requirements.
- To manage personal resources and own professional development.
- To ensure all duties are carried out in a manner which promotes equity and diversity.
- To promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.
- Ensure that sensitive or personal information is not disclosed to or discussed with inappropriate persons.
- All information must be maintained within the Data Protection Act and GDPR guidelines

**Person Specification:**

<b>Sanctuary Support Worker</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Qualifications</b>		
Relevant training in counselling, social work, occupational therapy or mental health nursing.		*
Minimum of 1 year working in mental health services.	*	
Evidence of continual professional development		*
<b>Knowledge</b>		
Understanding of the recovery model in mental health services		*
Understanding of the principles of trauma informed care and a person-centred approach to care.		*
Understanding of the relationship between mental health and social issues and how these may impact on physical, mental and emotional wellbeing	*	
Understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults, Mental Capacity Act, and Mental Health Act.	*	
Understanding of working within safeguarding, data protection, confidentiality and equality frameworks	*	
<b>Experience</b>		
Awareness of issues relating to mental health service provision	*	
An understanding of mental health conditions	*	
Experience of working with adults with care and support needs	*	
Creative and flexible approach to working with individuals	*	
<b>Skills and Abilities</b>		

Ability to deal with stressful and difficult situations in a calm manner	*	
Ability to prioritise and manage workload	*	
Ability to involve service users and carers in all aspects of their care and support.	*	
<b>Practical</b>		
Good IT skills including Word, GSuite, Excel and CRM systems	*	
Ability to travel to work across West Essex.	*	
<b>Personal Circumstances</b>		
<b>Ability to work unsocial hours and on a shift rota covering 7 days per week.</b>	*	

This Job Description will be subject to review in light of changing circumstances and is not intended to be rigid or exhaustive but should be regarded as providing guidelines within which an individual operates.