

Job Description

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| Title: | Wellbeing Retreat Crisis Support Worker |
| Salary: | £13,728.00 Actual (£11.00) |
| Hours: | 24 per week |
| Pension: | 9% employer's contribution |
| Line management: | Wellbeing Retreat Crisis Support Manager |
| Accountable to: | MHM Wales Executive Board |
| Area: | Bridgend |

Purpose of Post

The Wellbeing Retreat Crisis Support Worker will be part of a team providing an “out of hours” service to support adults who are experiencing a mental health crisis at a wellbeing retreat located on the outskirts of Bridgend Town.

Working in close partnership with Cwm Taf Morgannwg UHB and other key partners the wellbeing retreat will offer a high quality out of hours support service between the hours of 6pm to 2am Friday to Sunday.

Wellbeing Retreat Crisis Support Workers will assess, monitor and support referred individuals attending the wellbeing retreat working either on a 1:1 basis or supporting appropriate group work with other workers. Support interventions will be delivered dependant on individual need.

Main Tasks

- 1. To provide therapeutic support, information and access to appropriate services, where appropriate, to those experiencing a mental health crisis.*
- 2. Access to the wellbeing retreat is via Referral from Health and Partnership Organisations Crisis Team*
- 3. In conjunction with the Wellbeing Retreat Crisis Manager assess need and suitability for the service in line with the access to services process, and undertake one to one support as necessary.*

4. With permission of those who attend the wellbeing retreat, signpost and refer on individuals for issues which fall outside the scope of the wellbeing retreat service to partners and others.
5. To manage a relationship with the community mental health teams which ensures effectiveness of the crisis pathways for those who need further support.
6. Work with your colleague's and the Wellbeing Retreat Crisis Manager to ensure regular involvement of those who access the service, volunteers and staff on service delivery, organisational matters and wider mental health and crisis care strategies.
7. To recognise and deal with potential risks and awareness of personal safety.
8. To maintain records of those accessing the service in compliance with the Data Protection Act (2018).
10. Where required, support the Wellbeing Retreat Crisis Manager to produce high quality reports in relation to the service for submission to the Cwm Taf Morgannwg UHB lead and other key partners.
11. Take responsibility for your own and colleague's health and safety in line with the service Health & Safety policies, procedures and guidance which include risk assessments, reviews, reporting, safeguarding, incidents/accidents, etc.
12. In the event of the wellbeing retreat providing refreshments, take responsibility for all cash handling in line with the services financial policies, procedures and guidance, i.e. records, petty cash income and expenditure.
13. To adhere to Safeguarding Adults Policies and follow reporting and recording processes in the event of any Safeguarding incidents.
14. To encourage and listen to the views of clients and to gain feedback on the efficiency and effectiveness of the Service.
15. To attend and actively participate in Supervision and relevant Meetings, as necessary.
16. To support Volunteers coming into the Service and Initiate and maintain good channels of communication and information sharing with all members of the wellbeing retreat team

Professional Development

1. To undertake an initial training and induction programme.
2. To participate in regular supervision, annual appraisal and personal development meetings with the Wellbeing Retreat Crisis Manager.

3. To undertake agreed on-going training/personal development which may include undertaking National Vocational Qualifications.

Team Work

1. To participate in monthly team meetings.
2. To support the learning and practice of other members of the Wellbeing Retreat Crisis team as appropriate.
3. To be a Team Player

Corporate Requirements

1. To work in line with agreed partners Policies and Procedures.
2. To adhere to and promote the value base of Mental Health Matters Wales.

General

1. It may be required from time to time to perform other duties that may be required by the employer to provide effective services to clients and to ensure the efficient running of the organisation.
2. Other than when office admin support is available, to be administratively self-servicing.
3. To maintain the confidentiality of information about clients and other services, in accordance with the charity's policy.
4. The charity is committed to Equal Opportunities for all present and potential members of staff and clients. Therefore the charity expects all employees and volunteers to understand, support and apply this policy through their working practice, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.
5. Refrain from smoking in any area of the premises not designated a smoking area.

Person Specification

Please read the requirements carefully and ensure that your application addresses all the criteria relevant to the post.

| Category | Requirements | Essential/ Desirable | Method of Assessment |
|----------------------|---|-------------------------|---------------------------------------|
| Experience | A minimum of one years' experience of providing care and/or support to adults in a residential or community setting | E | Application form |
| | Experience of undertaking assessments or being involved in the undertaking of assessments in a paid or voluntary capacity | D | Application form/Interview |
| | Experience of working effectively in an inter-agency context, and with a range of stakeholders, including health and social care professionals and family carers. | E | Application form/Interview |
| | Previous experience of reading and interpreting NHS and other statutory sector client notes | D | Application form/Interview |
| | Experience of working with adults who lack confidence and self esteem | E | Application form |
| | Experience of working in an environment which supports group work | D | Application form/Interview |
| | Experience of record keeping and recording of information | E | Application form |
| | Experience of providing services in diverse and multi-ethnic communities. | D | Application form/Interview |
| Skills and Abilities | Excellent communication skills, including verbal, writing clear and succinct reports, negotiation and presentation skills. | E | Application form/Interview |
| | Ability to maintain professional perspective in a potentially emotional environment. | E | Application form/Interview/ Probation |
| | Very well organised, able to prioritise and plan own work, and joint working work to meet individuals needs and deadlines.. | E | Application form/Interview/ Probation |

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| Skills and Abilities (continued) | Understanding of the importance of providing a safe and supportive ethos and environment for clients | E | Application form/Interview/ Probation |
| | Ability to recognise and deal with potential risks and awareness of personal safety. | E | Application form/Interview/ Probation |
| | General IT competence including word-processing / report writing and e-mail | E | Application form |
| | Ability to communicate with different range of cognitive abilities e.g. learning difficulties, age difference, ethnic minorities, nonverbal clients | E | Application form/Interview |
| | Ability and Willingness to undertake the National Vocational Qualification if necessary. | E | Application form/Interview/ Probation |
| Knowledge | Understanding of the principles and practice of advocacy. This includes instructed and non-instructed advocacy. | E | Application form/Interview |
| | Knowledge of the Mental Health Act 2007 and other legislation relating to Mental health | D | Application form |
| | Knowledge of Adult Safeguarding issues and experience in reporting and recording in a timely way | E | Application form |
| | Understanding of, and demonstrable commitment to, ensuring equal opportunities in practice. | E | Application form/Interview/ Probation |
| | Outline knowledge of the requirements of the 'Data Protection Act' and a clear understanding of the meaning of client 'confidentiality'. | E | Application form/Interview/ Probation |
| Values and Personal Attributes | Demonstrable commitment to upholding the rights of people who face disadvantage or discrimination. | E | Application form/Interview/ Probation |
| | Self-confident individual and empathetic. | E | |
| | Must be prepared to work between the hours of 6:00pm and 2:00am | E | |