



Job description

Crisis Café Wellbeing Worker

Job title: Crisis Café Wellbeing worker
Location: Bexley
Responsible to: Crisis Café Manager
Responsible for:

This is offered as a part time position to work on a rota basis to cover Monday to Friday 6.pm- 11pm and Saturday & Sunday 12noon –11pm. Initially until Feb 2019.

Purpose of the Crisis Café

Crisis cafes are an innovative and much needed resource, they are intended to provide out of hours mental health support and aim to deliver the following key outcomes:

- Prevent escalation of mental health problems and thereby avoid a mental health crisis
- Prevent unnecessary referrals to secondary mental health services, A&E departments and other emergency and out of hours services
- Improve mental health and wellbeing
- Increase independence and self-management
- Reduce isolation

Purpose of the role

To work as part of the Crisis Café team working in close partnership with the Oxleas NHS, and other key partners to offer a high quality out of hours support service with and for people with mental health problems.

Main duties and responsibilities

- To provide advice and emotional support to individuals referred to the Café.
- To welcome new referrals to the café, carry out initial assessments and maintain accurate case records.

- To help people develop self-management strategies and to make the best use of the local resources around them, sign posting or making referrals as required.
- To offer light refreshments and create a relaxed café atmosphere.
- To provide one to one confidential emotional support as needed.
- To ensure the wellbeing, safety and state of health, reporting any concerns to your line manager.
- To keep up to date with best practice and contribute to the continuous improvement of the service
- To assist in the monitoring of the quality of the service and the outcomes required by the service.
- To ensure the smooth running of the Café as a whole.
- To communicate effectively with other team members ensuring that relevant information is passed on to the team.
- To work at all times in accordance with the values, policies, practices and procedures of Mind in Bexley with particular emphasis on safeguarding, equality and diversity and confidentiality and in accordance with the requirements of Oxleas NHS Trust.
- Perform all other duties as may reasonably be expected of your line manager.

Person specification

Key experience and qualifications required

Essential

- High level of ability and able to take a 'common sense' approach
- Understanding and empathy for people with mental health needs.
- Discretion and judgment when dealing with sensitive and/or confidential information.
- Knowledge and understanding of the relevant statutory authorities including NHS and social services.
- Ability to prioritise your own workload and manage time effectively.
- Ability to communicate effectively and clearly with people of all levels both verbally and in writing.
- Ability to deal effectively and calmly with challenging situations that may arise from time to time.
- Good communication skills both spoken and written
- Good IT skills, ie ability to send and receive emails and attachments; create, format and layout Word documents, cutting, pasting, numbering, changing file location and managing headers and footers; use basic Excel spread sheets
- Ability to work unsocial hours.
- Ability to be a reliable and punctual worker.

Terms and conditions

Hours of work: Part time opportunities

Hours of work . On a rota basis .

Monday to Friday 6.pm – 11pm. Saturday, Sunday and Bank Holidays 12noon – 11pm

Salary: Rate of pay is £11.85 per hour. Bank Holidays are paid as time and a half.

Contract term: Until Feb 2019

Holidays

An annual leave entitlement will be paid for hours worked, quarterly in arrears.

Pension

There is an opportunity to participate in a pension scheme. Pension contribution (you have the right to opt out) will be deducted from salary at 2 percent.

Probationary period

There is usually a three month probationary period but this may be extended for a period of no more than twelve months.

Closing date for applications is: 20 July 2018

Interviews will be held: w/c 30th July