



Job Title: Mental Health Community Crisis Service (Out of Hours) Wellbeing Workers x 4 vacancies

Hours: Role 1: 16 hours
Role 2: 16 hours
Role 3: 12 hours
Role 4: 12 hours

Holidays: 35 days per annum, including public holidays (pro rata)

Location: Devonshire Road, Bexleyheath

Contract Length: Until 31st March 2024

Salary

16 hours per week @ £11.50 per hour = annual salary of £9,568 (based 37.5hrs per week FTE)

12 hours per week @ £11.50 per hour = annual salary of £7,176 (based 37.5hrs per week FTE)

About Mind in Bexley

We believe no one should have to face a mental health problem alone. We work to reduce the stigma associated with mental health, support people in their recovery and champion better services for all. We believe that with the right support and resources everybody can create a life that feels meaningful irrespective of the presence of symptoms. Mind in Bexley is a local Mind mental health charity offering an extensive range of support, advice, and information to communities in Bexley and East Kent. The purpose and objects of the charity is 'to promote the preservation and the safeguarding of mental health and the relief of persons suffering from mental disorder'. We promote well-being and work to reduce poor mental health and the stigma associated with it. We support people in their recovery and champion better services for everyone. We seek to meet these purposes by undertaking a wide range of therapeutic and non-clinical mental health activities within Bexley and East Kent, including direct therapeutic support of individuals, advice, advocacy, recovery and employment services, and campaigning to reduce the stigma of mental health and to raise awareness of mental health issues. Mind in Bexley are contracted by the Bexley Clinical Commissioning Group to provide the NHS funded IAPT Service for Bexley.

Purpose of the role:

The Bexley Crisis Service offers out-of-hours support to adults in Bexley whose mental health is becoming overwhelming. We provide a safe, non-clinical, supportive environment to people experiencing a mild to moderate mental health crisis, as an alternative to attending A&E. It is open 7 days week. The Crisis Café aims are to support residents to stay well in Bexley and develop a wellbeing toolkit that will reduce further risk of harm.



As a Crisis Service Wellbeing Worker, you will be working with a small staff team ensuring that the needs of the clients accessing the Crisis Café are met. You will be a key collaborator ensuring that the people and people accessing the service are supported efficiently and effectively in line with the service operational policy and specification.

Main Duties and Responsibilities

You will focus on identifying the persons needs and strengths to develop a holistic SMART care plan to reduce risk of harm. You will be delivering brief interventions and providing signposting referral support when required.

Key Tasks

- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld where staff can do their best.
- Establish a safe working environment where health and safety guidance and policy are actively encouraged and implemented.
- Use a person-centred approach to enable the service user to access a range of services and activities to successfully achieve their recovery goals
- Support individuals to develop personal confidence and accessing a range of support services, and provide opportunities for such engagement e.g drug and alcohol, financial etc.
- Deliver brief interventions including but not exclusive to de-escalation support; practical, emotional support, safety planning, referrals and signposting
- Ensure documentation has been recorded in a clear and concise manor
- Engage with regular learning and development opportunities
- Escalate potential risks with Line Manager
- Participate in regular supervision with Line Manager

Person Specification

(E) Essential : required for shortlisting

(D) Desirable

Experience and skills required

- Experience of working in a person-centred way in a health, social or community capacity (E)
- Experience of delivering brief interventions including comprehensive assessments and SMART care planning (E)
- Experience of providing support to people with acute mental health difficulties (E)
- Ability to work from an asset-based approach, building on existing community and personal assets (E)



- Knowledge and understanding of the relevant statutory authorities including NHS and social services. (D)
- Ability to use IT systems, packages and electronic resources for service provision and a keen adopter of digital technology and flexible working methods (E)
- Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities (E)
- A commitment to reducing health inequalities (E)
- Experience of working within a framework of confidentiality and with access to sensitive personal data (E)
- Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders (E)
- Health and Social Care or equivalent qualification (D)
- Existing knowledge of local services and resources (D)