JOB DESCRIPTION

Title: **Recovery Space Worker**

Reporting to: Recovery Space Manager

Responsible for: None

Salary Range: £15,743 per annum (£31,486 FTE)

Hours: 18 hrs average per week - Rota split into Week A & Week B.

Hours of work – 3.00 – 11.00pm, with the flexibility of working some day shifts and finishing at 6.00pm to meet the needs of the service

The current service operates a daytime service, 9.00am – 6.00pm and evening service 3.00pm – 11.00pm (client access from 5.00pm) **(This will include weekend work, approximately one in three weekends or more.)**

Contract: Fixed Term until 31st May 2029 (likely to be extended), Part-Time

Location: Main place of work will be Fairfield House, 10 Altyre Road, East Croydon (and other locations that may be used in the future)

Mind in Croydon is a charity concerned with the welfare of people with mental health problems living in the London Borough of Croydon and the surrounding areas. Mind in Croydon delivers Mental Health Transformation Program services alongside Croydon BME Forum, these include Croydon Health and Wellbeing Space and Mental Health Personal Independence Coordinators. Other services include Recovery Space, Advocacy, Active Minds, Carers Support, In-Reach Peer Support, Social Networking, Counselling and an Information Service.

Purpose of the role:

The aim of the service is to divert people, who would be better supported elsewhere, away from Accident and Emergency (A&E) and other crisis services in Croydon. The Recovery Space Workers provide a non-clinical, warm and welcoming setting to support and hold individuals during the evening. Mind in Croydon will operate the Recovery Space during the hours of 6pm – 11pm 7days/week, 365 days per year. Referrals will not be accepted after 10pm for attendance that night.

Main responsibilities and key tasks:

- Work as part of a team comprising the Recovery Space Manager and other Recovery Space Workers, providing the day-to-day operational delivery of the Crisis service, including 1:1 support and group work.
- Work to ensure all contractual and reporting obligations are met including representing the Recovery Space at meetings, assisting in the collection of statistics for the Recovery Space Manager on information management systems (including Views database) on attendees thus enabling reporting back via monthly and quarterly monitoring processes to our funders.
- Meet monthly, quarterly and annual targets against KPIs.

- Promote the highest quality of service by liaising with relatives, carers, and local services including external agencies and other voluntary sector organisations as necessary.
- Work within safe parameters and professional boundaries at all times.
- Make service users feel welcome at the project. To keep them within the safe and supportive environs of the Recovery Space, carry out some one-to-one support with them if necessary, and generally 'hold' them until they have regained their equilibrium and are ready to leave the service and continue their journey to recovery elsewhere.
- Promote service users' views and needs throughout all aspects of the project including follow-up calls for clients and collating satisfaction surveys.
- Facilitate clients to move closer towards volunteering/employment roles.
- Assist the Recovery Space Manager to monitor, respond as necessary and report on complaints, compliments, incidents/serious incidents, SUI's (Serious Untoward Incidents) to fall in line with service delivery protocols, safeguarding referrals, and onward referrals to other agencies.
- Promote the service and positive experiences of clients to stakeholders.

General

- Work as a member of a team, communicating with others in writing and face to face, taking part in team meetings, staff meetings and away.
- Maintain quality standards in accordance with Mind in Croydon's policies and procedures.
- Accept line management and supervision from the post holder's designated line manager and to engage constructively in this process.
- Accept the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by the post holder's designated line manager.
- Staff will be responsible for respecting and maintaining personal and professional boundaries concerning relationships with service users, volunteers and other staff. Also to act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon Ltd. It is the responsibility of all staff to inform a member of the senior management team immediately if service users, volunteers or staff do not comply with the above.
- In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.

Job Description Agreement

The Job Description is not exhaustive and is subject to change considering the service, work, priorities, or requirements. Such change will be discussed and consulted on with the post holder. Mind in Croydon Ltd and Croydon's BME Forum reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service. The statements contained in this description reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current postholder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:			
Name:		Date:	

Person Specification

The part-time counsellor is a skilled, knowledgeable and empathetic person, who enjoys working with clients and thrives in a team. The following person specification is a guide to the Essential and Desirable attributes that Mind in Croydon wishes to find in the successful candidate for the post

	Essential	Desirable
Qualifications		
• Relevant mental health, housing, social care or psychology related training or qualifications		
Experience		
• Self-sufficient in terms of being able to make decisions when working out of hours when other services may not be available to liaise with	**E**	
• At least a year gained in mental health in either a paid or voluntary capacity	**E**	
• Ability to engage positively with clients (using a person-centred approach) and stakeholders involved in their care to form collaborative, warm and empathetic relationships with diverse individuals leading to positive outcomes	**E**	
• In negotiating successfully on behalf of clients with other professionals	**E**	
• Of acquiring knowledge of services available to clients, forging links with local agencies and other providers and being innovative in seeking out services		**D**
• In communicating effectively with people in a mental health crisis and be experienced in confidently and effectively assessing risk and needs, as well as developing appropriate risk management plans	**E**	
• In effectively engaging, communicating and working positively in partnership with statutory services (e.g. South London and Maudsley NHS Foundation Trust and Croydon University Hospital A&E Department) and agencies to promote the service	**E**	
• Experience of working with a number of possibly distressed clients in order to assure the operational delivery of a non-clinical service		**D**
• Experience of providing verbal and written feedback on progress to e.g. funders, Board members	**E**	
• Experience of providing information to assist the Manager in producing comprehensive reports, including on achieving KPIs	**E**	
• Good communication skills (oral and written) and self-sufficiency in dealing with own correspondence (e.g. letter and report writing)	**E**	
• Of being pro-active in promoting the service e.g. by giving talks, answering queries etc.		**D**
• Of maintaining records/stats using a database/excel for the Manager to analyse to ensure funding	**E**	
• An understanding of the principles, philosophy and practical applications of the Person-Centred Approach	**E**	

• Understanding of issues facing people in a mental health crisis, and experience of dealing with them and finding safe and positive ways to 'hold' this and de-escalate situations. Supporting your colleagues to do the same	**E**	
• An understanding of the issues faced by individuals from minority groups	**E**	
• Experience in responding to and dealing effectively with complaints and managing safeguarding issues in situ as they arise	**E**	
• Experience of ensuring written details are kept to feed back to the next days' staff team and help deal with subsequent issues	**E**	
• Experience in being able to debrief effectively and learn from incidents which may occur in a project where clients presenting as very unwell are gathered and kept safe	**E**	
Skills and Capabilities		
• Communicating effectively across cultural boundaries	**E**	
• Effective time management	**E**	
• Working co-operatively as part of a team	**E**	
• Maintaining the requirements of a confidentiality policy	**E**	
• Working independently and taking initiative	**E**	
• Sound and proficient level of IT literacy	**E**	
• Speaking and writing fluent English and explaining information face to face, over the 'phone and in writing	**E**	
• Writing clear and concise records	**E**	
Personal Attributes and Approach		
• Values people and sees their potential, worth and strengths	**E**	
• Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person's experiences, beliefs	**E**	
• Works inclusively respecting the diversity of each person's experience, and their background or cultural context	**E**	
• Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required	**E**	
• Shares responsibility for their own personal development	**E**	