



# Job Vacancy

Carlisle Eden Mind, Carlisle.

## Lighthouse Crisis Worker

### Salary & Working Hours

- £10.20 Per Hour
- 21 hours per week 5pm until midnight

A downloadable Application form is available  
at: [www.cemind.org](http://www.cemind.org)

We will not accept CV's for this role

Deadline for applications 1st of September 2021

Carlisle Eden Mind is looking to appoint a crisis worker. The hours per week will be 21 and worked on a rota basis. We are looking for an individual who is passionate about mental health and who wants to make a difference. If you are caring and sensitive, well organised and feel you are able to motivate people along with experience in supporting people dealing with their mental health problems then visit our website to pick up an application for and job description. The role will involve working alongside the Crisis Co-ordinators who will lead the shift and supporting peer volunteers. You will be supporting a diverse range of people with their own individual needs who have previously experienced or are currently experiencing mental health crisis.

It is essential that the successful candidate will be able to see past the diagnosis, recognise an individual's potential and their capacity to recover.

Wellbeing Days

If you would like any more  
information please contact  
Chantelle:  
[Chantelle.s@cemind.org](mailto:Chantelle.s@cemind.org).



 mind  
for better mental health  
Carlisle Eden

# Light House Crisis Worker Job Description

Job Title:	Crisis Worker
Salary:	£10.20 per hour
Hours:	21 hours per week
Employer:	Carlisle Eden Mind
Accountable to:	Lighthouse Crisis Coordinators
Base:	Carlisle Eden Mind, 27 Spencer Street, Carlisle



Carlisle Eden Mind is an established local mental health charity providing a range of services and support for individuals experiencing mental health problems. Since 2017 we have been delivering a successful crisis service and now have vacancy for a crisis worker to help continue this much needed and valued work.

The service, helps people during their time of crisis or those at risk of relapse and operates from 5pm to midnight .

The Crisis Worker will be responsible for practical crisis interventions including 1-1 sessions, for supporting Peer volunteers and developing or assisting other group activities which may take place during the evening. Carlisle Eden Mind also runs a telephone information line, Mindline, which operates within the Lighthouse shift. Working on the Mindline telephone will be a key part of the role, therefore the ideal candidate will be confident in dealing with potentially complex situations over the telephone. The post holder will be required to provide cover as part of their shift duties. This is an exciting opportunity for anyone who is passionate about mental health.

We would expect the post holder to have excellent communication skills, the ability to be sensitive and caring well organised and able to motivate people. Relevant experience of mental health support work and/or supporting people in crisis will be highly important. The post holder will be required to provide cover for evening shifts on the Lighthouse Master rota. Flexibility to cover absence when required is also desirable. The shifts are from 5pm to midnight. Full training will be provided to successful applicants.

# Main Responsibilities

## Service Development

1. The Crisis Coordinators will lead the evening shifts and be the final decision maker in regards the crisis support work. Crisis workers are accountable to the Crisis Coordinators for operational crisis practice.
2. To assist Crisis Coordinators activity based Lighthouse services.
3. To assist Crisis Coordinators implementation of service policy, procedure and information management systems this includes the Charity Log procedures.

## Service Delivery

4. To assist Crisis Coordinators in managing referrals into and out of the service and liaise with partner agencies to ensure effective transition through care pathways.
5. To undertake active assessment of new service client, under the direction of on-duty crisis coordinators.
6. To deliver a range of directive and non-directive one to one interventions aimed at de-escalation of distress and self-management.
7. To take Mindline calls and provide crisis orientated telephone support and signposting.
8. To support a programme of activities that are focussed on supporting visitors who need repeat visits to the Lighthouse but do not need same day urgent 1-1 sessional crisis support.
9. To support the delivery of specialist group sessions that are focussed on current continuing crisis needs for visitors who have chosen to attend such group activity.
10. To attend team meetings, transition meetings and other staff meetings as required.

## Volunteer Management

11. To work alongside our Peer Volunteers, enabling volunteers to develop their skills in group and activity sessions..
12. To assist with support to volunteers.
13. To work with our Training Manager to ensure volunteers are appropriately trained and resourced.

## Monitoring and Evaluation

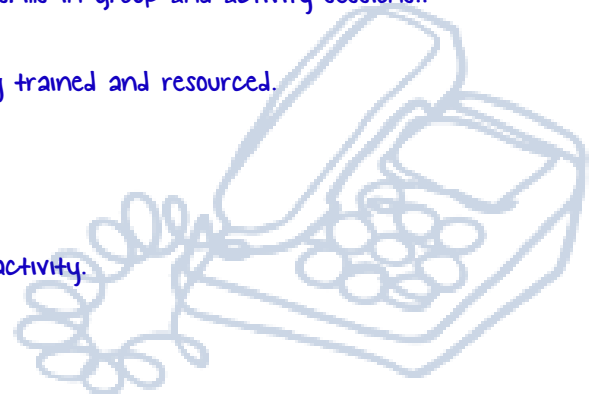
14. To undertake appropriate monitoring, recording and evaluation of service activity.

## Promotion

15. To support the crisis Co-ordinators in the promotion of the service where required to public and third sector agencies.

## General Duties

16. Crisis workers will be supervised by the Lighthouse Operational Lead. To attend regular supervision and annual appraisal, identifying any relevant support and training needs and addressing these with your line manager, including completion of a wellness action plan and wellbeing review.
17. To identify and implement your own Continuing Professional Development programme in agreement with your line manager
18. To implement all Carlisle Eden Mind Policy and Procedures, and to contribute towards development of Policy where appropriate
19. To implement Carlisle Eden Mind health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment.
20. To undertake any other tasks, duties or projects which may arise from time to time and as directed by your line manager.



# Person Specification

In the Section 4 of our application form you are asked to demonstrate to us how you meet the following person specifications. The information you provide there is the key manner in which we assess application forms.

We would strongly advise that within Section 4 of the application form you list each person specification below followed by examples of relevant skills, experience and knowledge that demonstrate how you meet it. The more information you give us the more we are able to effectively assess your application.

We appreciate that the nature of this post requires a broad range of skills and experience. We would encourage applicants to list any transferable skills they feel relevant. We are also able to provide significant training and support for a successful candidate who may lack experience in some of the areas specified, to fill skills/knowledge gaps.

<b>Experience</b>	
1. Experience of supporting people experiencing mental health problems	E
2. Experience of supporting people in mental health or other forms of crisis	D
<b>Skills and Abilities</b>	
3. Ability to implement crisis planning tools	D
4. Relationship building and motivational skills	E
5. Ability to produce accurate and informative reports	D
<b>General Abilities and Knowledge</b>	
6. Evidence of the ability to work calmly and remain resilient whilst under pressure	E
7. Ability to communicate effectively and clearly to a range of individuals and audiences	E
8. Understanding of the issues faced by people experiencing mental health crisis	E
9. The ability to use a range of office based software packages and IT systems	D
10. There are no specific qualifications required but evidence of relevant training and professional development relevant to the role is desirable.	D