



Job Description

Lighthouse Crisis Worker

Job Title:	Crisis Worker
Salary:	£11.14 per hour
Hours:	Variable
Employer:	Carlisle Eden Mind
Contract:	TBC
Accountable to:	Lighthouse Crisis Service 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 expanding our range of crisis services and are looking for a suitably experienced new staff member to work within our exciting evening based community mental health crisis centre in Carlisle.

The Lighthouse provides a new layer in mental health crisis support and works to support the work of Blue Light services along with statutory mental health teams such as ALIS, Home Treatment Team and Community Mental Health and Recovery Team. The service operates as an alternative to contacting emergency services when in mental health crisis. The service provides one to one support to enable visitors to cope with their situations and personal circumstances at times which are typically considered to be 'out of hours'. This may include crisis support, peer led support and links to statutory services. The service operates in the evenings from 5pm to midnight, based in Carlisle City Centre however, there are also day hours which will require you to link in with other agencies and assist with the development of the service. The Lighthouse delivers a range of social and non-clinical interventions aimed at de-escalation of distress, development of Safe/Crisis Plans, self-management and signposting to other agencies.

The Crisis Worker will be responsible for practical crisis interventions including 1-1 sessions, for supporting Peer Support volunteers. This is an exciting opportunity for someone who relishes challenging and dynamic client facing work.

We would expect the post holders to have excellent communication skills, the ability to inspire and organise people, to work creatively, and to have relevant experience of mental health support work and/or supporting people in crisis. Good basic knowledge of IT packages is desirable as well as an ability to work within a team as well as alone. The post holders will be required to provide cover for crisis worker evening shifts when required based on the Lighthouse Master rota. Flexibility to cover absence when required is essential. The shifts are from 5pm to midnight. Full training will be provided to successful applicants.

For more information about Carlisle Eden Mind go to www.cemind.org or <https://www.facebook.com/cemind/>
Or Adult service manager Gabby Stephenson gabby.s@cemind.org

Please note that due to the variety of posts/hours available we will be arranging interviews on receipt of applications so there is no formal deadline. We reserve the right to close the application process when all vacancies are filled.

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 our record-keeping structure.

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 provide crisis orientated support and signposting via a range of remote applications.
9. 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.
10. To attend team meetings, transition meetings and other staff meetings as required.

Volunteer Management

11. To work alongside our Volunteer Peer Support Workers, enabling volunteers to develop their skills.
12. To assist with support to volunteers while on duty.
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.

Experience
1. Experience of supporting people experiencing mental health problems
2. Experience of supporting people in mental health or other forms of crisis
Skills and Abilities
3. Ability to implement crisis planning tools
4. Relationship building and motivational skills
5. Ability to produce accurate and informative reports
6. Demonstrate the ability to be organised, show effective time management and prioritise work
7. Display empathy, compassion and understanding
General Abilities and Knowledge
8. Evidence of the ability to work calmly and remain resilient whilst under pressure
9. Ability to communicate effectively and clearly to a range of individuals and audiences
10. Understanding of the issues faced by people experiencing mental health crisis
11. The ability to use a range of office based software packages and IT systems
12. Have knowledge of person centred practise
13. There are no specific qualifications required but evidence of relevant training and professional development relevant to the role is desirable.