



## Job Description

### Lighthouse Crisis Intervention Coordinator

Job Title:	Crisis Intervention Coordinator
Salary:	£12.06 per hour
Hours:	Variable
Employer:	Carlisle Eden Mind
Contract:	TBC
Accountable to:	Lighthouse Operational Lead
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 of mental health crisis support and works to support the work of Blue Light services along with statutory mental health teams such as ALIS, the Home Treatment Team and the Community Mental Health and Recovery Team. The service operates as an alternative to contacting emergency services when in a 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 5 pm 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 in 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 5 pm to midnight. Full training will be provided to successful applicants.

For more information about Carlisle Eden Mind go to [www.cemind.org](http://www.cemind.org) or <https://www.facebook.com/cemind/>  
Or Adult service manager Gabby Stephenson [gabby.s@cemind.org](mailto: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. To work as a team with activity-based Lighthouse services.
2. To assist the operational lead in the implementation of service policy, procedure, and information management systems including our record-keeping structure.

### **Service Delivery**

3. To manage referrals into and out of the service and liaise with partner agencies to ensure effective transition through care pathways.
4. To undertake an active assessment of new service clients.
5. To deliver a range of directive and non-directive one-to-one interventions aimed at de-escalation of distress and self-management.
6. To take Mindline calls and provide crisis-orientated telephone support and signposting
7. To provide crisis-orientated support and signposting via a range of remote applications.
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 attend team meetings, transition meetings, and other staff meetings as required.

### **Volunteer Management**

10. To work alongside our Volunteer Peer Support Workers, enabling volunteers to develop their skills.
11. To assist with support to volunteers while on duty.
12. To work with our Training Manager to ensure volunteers are appropriately trained and resourced.

### **Monitoring and Evaluation**

13. To undertake appropriate monitoring, recording, and evaluation of service activity.
14. To provide regular case studies and client feedback.

### **Promotion**

15. To support the Operational Lead in the promotion of the service where required to the public, third sector and statutory services.

### **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 the development of Policy where appropriate

19. To implement Carlisle Eden Mind's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in 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 Section 4 of our application form, you are asked to demonstrate to us how you meet the following person specifications. The information you provide here 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 them. The more information you give us the more we can 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 are 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 in supporting people experiencing mental health problems
2. Experience in supporting people in mental health or other forms of crisis
<b>Skills and Abilities</b>
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
<b>General Abilities and Knowledge</b>
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 a mental health crisis
11. The ability to use a range of office-based software packages and IT systems
12. Understand person-centred practice
13. There are no specific qualifications required but evidence of relevant training and professional development relevant to the role is desirable.