

**Job Title**: Sanctuary Coordinator

**Reporting to:** Sanctuary Support Services Manager

**Location**: The Wellbeing Centre Harlow.

Mind in West Essex is a mental health charity. We are an independent organisation affiliated to Mind (the national association for mental health), an organisation with which we share common values and principles. We aim to support people affected by mental ill health through the provision of a range of community-based services within the West Essex area.

**Purpose of the Job**

To staff the Sanctuary Service at the Wellbeing Centre, Harlow and support Sanctuary Support Workers working alongside you.

**Service Objectives**

The objectives of the Mind in West Essex Sanctuary are:

* To improve the mental wellbeing of people experiencing mental health crisis in West Essex.
* To increase early access to help for people experiencing mental health crisis by providing a clear and effective pathway to services provided.
* To contribute to an improvement in individual mental wellbeing.
* To remain a source of independent support for all clients.
* To reduce the use of police, ambulance and statutory mental health services for people experiencing crisis.
* To contribute to the effective delivery of Crisis Support in partnership with Essex Partnership University NHS Trust.

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| **Key Roles** |
| * To support a small number of people requiring practical and emotional support in a supportive safe environment as an alternative to hospital admission. * To welcome people referred to the service and address immediate presenting issues. * To support service users to develop emotional management, personal and life skills to enable them to grow in self-confidence and attain greater independence. * To develop links with a range of external agencies including accommodation providers, health services, police, housing, debt advice, drug and alcohol services etc. * To ensure the safety of service users. * To work effectively with other members of the team and to work supportively with other co-workers when on shift. * To carry out supervisory responsibilities for the on-duty Sanctuary Support Workers |

**Responsibilities**

* Provide and collate data and reports as required for effective contract monitoring of The West Essex Sanctuary.
* To encourage and enable access for people into supportive and supported volunteer roles that improve their quality of life, mental wellbeing and emotional resilience.
* To work in accordance with Mind in West Essex Aims, Objectives and Values.
* To follow all of Mind in West Essex policies and procedures.
* To share any concerns with the Community Services Manager and participate in support and supervision.
* To share good practice and relationships with everyone you come into contact within your role. Act as a positive role model showing professional and caring attitudes and behaviour towards other team members, service users and carers.
* Work in a way that acknowledges the personal, social, cultural and spiritual strengths and needs of the individual.
* To ensure compliance with legal, ethical, regulatory and social requirements.
* To manage personal resources and own professional development.
* To ensure all duties are carried out in a manner which promotes equality and diversity.
* To promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.
* Ensure that sensitive or personal information is not disclosed to or discussed with inappropriate persons.
* All information must be maintained within the Data Protection Act and GDPR guidelines.

**PERSON SPECIFICATION**

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| **Sanctuary Coordinator** | **Essential Criteria** | **Desirable Criteria** |
| **Qualifications** |  |  |
| A relevant counselling, social work, occupational therapy, mental health nursing, or social care qualification or equivalent experience . (Third year+ Students working towards a qualification would be welcome to apply) |  | \* |
| Minimum of 1 year working in mental health services, in a supervisory capacity | \* |  |
| A relevant management or team leading qualification or the willingness to work towards this on successful completion of probationary period. | \* |  |
| Evidence of continual professional development | \* |  |
| **Knowledge** |  |  |
| Understanding of developing and delivering services within a health and social care setting | \* |  |
| Understanding of the principles of trauma informed care and a person centred approach to care. | \* |  |
| Understanding of the relationship between mental health and social issues and how these may impact on physical, mental, and emotional wellbeing | \* |  |
| Understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults. | \* |  |
| Understanding of risk assessment and risk management in a mental health setting. | \* |  |
| Understanding of working within safeguarding, data protection, confidentiality, and equality frameworks | \* |  |
| **Experience** |  |  |
| Line management of staff | \* |  |
| Development and management of projects in a health and/or social care setting | \* |  |
| Experience of the assessment and referral processes in health care setting | \* |  |
| An understanding of mental health conditions | \* |  |
| Experience of working with vulnerable individuals | \* |  |
| Creative and flexible approach to working with individuals | \* |  |
| **Skills and Abilities** |  |  |
| Ability to deal with stressful and difficult situations in a calm manner | \* |  |
| Ability to prioritise and manage workload | \* |  |
| **Practical** |  |  |
| Good IT skills including Word, GSuite, Excel and PowerPoint, with proven ability to input and extract information and produce reports | \* |  |
| Ability to travel to work in Harlow during unsocial hours. | \* |  |
| **Personal Circumstances** |  |  |
| Ability to work unsocial hours and on a shift rota covering 7 days per week. | \* |  |

This Job Description will be subject to review in light of changing circumstances, and is not intended to be rigid or exhaustive but should be regarded as providing guidelines within which an individual operates.