



Job Title: Sanctuary Support Worker

Reporting to: Sanctuary Coordinator

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 work with the Sanctuary Coordinators to deliver the Sanctuary Service at the Wellbeing Centre, Harlow.
To be part of the staff rota covering evenings 7 days a week.

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.

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.

Responsibilities

- 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 Sanctuary Coordinator, and participate in training, 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

Sanctuary Support Worker	Essential Criteria	Desirable Criteria
Qualifications		
Relevant training in counselling, social work, occupational therapy or mental health nursing.		*
Minimum of 1 year working in mental health services.	*	
Evidence of continual professional development	*	
Knowledge		
Understanding of the recovery model in mental health services	*	
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 working within safeguarding, data protection, confidentiality and equality frameworks	*	
Experience		
Awareness of issues relating to mental health service provision	*	
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	*	
Ability to involve service users and carers in all aspects of their care and support.	*	
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.