



**Job Title:** Sanctuary Support Worker

**Reporting to:** Sanctuary Manager and Sanctuary Coordinator

**Location:** Harlow, Epping Forest and Uttlesford

**Hours:** Various: 14 hours minimum per week. Flexible shifts operating 5pm –midnight 7 days a week.

**Pay:** £10.36

**The organisation:**

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 enhance the offer of mental health support from the Voluntary and Community Sector to individuals, the Sanctuary Support Worker will work under the management structure of our wider Sanctuary Service, proactively identifying referrals into the service to help facilitate timely interventions. To work with a small team of colleagues to provide crisis alternative support every evening working in close partnership with CRISIS 24 team and statutory services.

**Key Task Areas and Responsibilities:**

**Main Duties**

- 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.

## **Role**

- To welcome people and address immediate presenting issues.
- To respond to requests for video or telephone support.
- To work with Crisis24 and the wider health and social care landscape to identify safe and effective onward referral routes for people.
- 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, and their carers.
- To work effectively with other members of the team and to work supportively with other co-workers when on shift.
- Record accurate, factual and contemporaneous notes on the CRM system designated for the role.

## **General**

- Understand, uphold and work with the values, ethos, aims and objectives of Mind in West Essex
- At all times adhere to relevant legislation, and good practice
- Represent the service, raise its profile and promote its cause
- Promote and uphold service users' rights.
- Maintain professional boundaries at all times.
- To share any and all concerns with EPUT and A&E Service Leads, and

## Sanctuary Management.

- 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:

<b>Sanctuary Outreach Worker</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Qualifications</b>		
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	*	
<b>Knowledge</b>		
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, Mental Capacity Act, and Mental Health Act.	*	
Understanding of working within safeguarding, data protection, confidentiality and equality frameworks	*	
<b>Experience</b>		
Awareness of issues relating to mental health service provision	*	
An understanding of mental health conditions	*	
Experience of working with adults with care and support needs	*	
Creative and flexible approach to working with individuals	*	
<b>Skills and Abilities</b>		
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.		
<b>Practical</b>		
Good IT skills including Word, GSuite, Excel and CRM systems	*	
Ability to travel to work in Harlow during unsocial hours.	*	
<b>Personal Circumstances</b>		
<b>Ability to work unsocial hours and on a shift rota covering 7 days per week.</b>	*	

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.