Role Profile: Crisis Peer Support Worker

Closedown:	**5pm on Monday 1 February 2021**
How to apply:	**Download Mind BLMK's Employment Application form from the website (www.mind-blmk.org.uk) and submit completed application to hr@mind-blmk.org.uk**
Start date:	**As soon as possible**
Job title:	**Crisis Peer Support Worker**
Working base:	**Roles in Bedford or Luton or Milton Keynes**
Area covered:	**Bedford or Luton or Milton Keynes**
Reports to:	**Crisis Café Team Leader**
Job purpose:	**Use own lived experience of mental health to support others to de-escalate a crisis & facilitate crisis focused one-to-one support and peer group sessions that offer structured interventions and support.**
Contract type:	**Permanent**
Salary:	**£20.700.00 FTE**
Contracted hours:	**We are looking for the following roles in each of our Crisis Cafes:** • **MK: 1 role x 12hrs (2 evenings per week) and 1 role x 18hrs (3 evenings per week)** • **Luton: 1 role between 12 – 30 hours (2 – 5 evenings per week)** • **Bedford: 1 role 30 hrs per week (5 evenings per week)**
Working days:	**Bedford/Luton: Agreed hours worked flexibly across 7 days a week (Mon-Sun)** **MK: Agreed hours worked flexibly across 5 days a week (Tues-Sat)**
Working hours:	**5:00pm to 11:00pm**
Flexibility required:	**Evenings and/or weekends depending on agreed hours**
Checks needed:	**Enhanced DBS and 2 satisfactory references**

Job Description

Service Delivery

- Deliver crisis focused one-to-one support and ensure outcomes which supports individuals experiencing a mental health crisis in Bedford, Luton or MK in line with Mind BLMK's agreed crisis service and requirements as well as contract requirements.
- Deliver a strength based approach to crisis de-escalation using own lived experience of mental health, in order to facilitate a space where people feel accepted and understood. Share ideas and approaches that have been useful in recovery and crisis de-escalation and embed this in working practices as a peer.
- Assessing need and suitability for the service in line with the access to services process and undertaking one-to-ones.

- Contribute to maintaining an effective volunteer workforce for the service in line with Mind BLMK's HR policies, procedures and guidance (workload planning and support).
- Carry out health and safety responsibilities as directed by the Crisis Cafe Team Leader in line with Mind BLMK's H&S policies, procedures and guidance (risk assessments, reviews, reporting, safeguarding, incidents/accidents, premises).
- Carry out cash handling responsibilities as directed by the Crisis Cafe Team Leader in line with Mind BLMK's financial policies, procedures and guidance (records, petty cash income and expenditure).
- Carry out responsibilities as directed by the Crisis Cafe Team Leader for the collection, updating, monitoring and reporting of service data in line with Mind BLMK's contract and systems requirements and procedures.

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- When required and as directed by the Crisis Cafe Team Leader, represent Mind BLMK to ensure an external presence to promote Mind BLMK's services to increase awareness and beneficiaries.
- Identify and build good working relationships with community groups, relevant services and activities for partnership work and signposting, as well as keep updated information about them.

General

- Work within the ethos, vision and values of the organisation and in line with the organisation's policies and procedures.
- Establish and maintain effective working relationships with the Mind BLMK team and relevant key post holders.
- Attend and contribute to meetings relevant to the role (own supervision, appraisal, staff, peer group, AGM, Local Oversight Group, Mind BLMK Council and external as required).
- Commit to and complete training and qualifications identified for the role in line with organisational need, Staff Development and Training policies and procedures.

Person Specification	**Essential/ Desirable**
Experience	
Own personal lived experience of mental health challenges.	E
Working in a small service within a wider organisation, including delivering a service against performance targets.	D
Using a dedicated database/system for recording of and reporting service data.	D
Working with, coordinating and supporting volunteers.	D
Experience of using own mental health experience to support the recovery and wellbeing of others.	E
Carry out assessments and 1:1s utilising lived experience of mental health and principles of peer support work	E
Skills, abilities and knowledge	
Evidence of good interpersonal skills and an ability to form peer relationships with service users and carers	E
Knowledge of local community activities and leisure facilities.	D
Promoting a service.	E
IT (MS Outlook, Word and Excel and internet).	E
Good literacy and numeracy skills.	E
Good communication, motivational and negotiation skills.	E
Valid driving licence and access to a car for work.	D
Understanding the wellbeing needs of and working with people with mental health needs, including those from culturally diverse communities.	E

Qualifications and training	
Willingness to work towards relevant qualifications in Crisis Care work	D

Entitlements/benefits:

Annual Leave	23 days (pro rata)
Bank Holidays	All (pro rata) as per April to March for each year – usually 8
NEST pension scheme	Auto-enrolment (employer contributes 3%, employee contributes 5%)
Health Plan	Optional
Learning and Development	In-house and external as appropriate for the role.
Flexible Working	On request (in line with Mind BLMK policy on Right to Request Flexible Working)
Disability Confident Employer signatory	Mind BLMK has been annually assessed and approved as a Disability Confident Employer (previously “Two Ticks”) since 2008.
Mindful Employer and Mindful Employer Plus signatory	Mind BLMK has been committed to the Mindful Employer charter since 2008 (www.mindfulemployer.net)