

Role Profile: Crisis Recovery Worker

Job Purpose

Our Crisis Cafes offer a safe, welcoming and non-judgmental environment outside of normal working hours for those who feel in mental distress or crisis. The role will involve assessing needs and offering one to one support to service users to enable them to begin the process of improving their mental health and wellbeing and to providing clarity on services and pathways available in the area. The role will be part of a larger Crisis Café team made up of Crisis Recovery Workers, Crisis Peer Support Workers and volunteers.

Post no:	627
Closedown:	5pm on 22nd January 2025 <i>(we reserve the right to close this advert early if enough suitable applicants apply)</i>
How to Apply:	Download Mind BLMK’s Employment Application form from the website (www.mind-blmk.org.uk) and submit your completed application to recruitment@mind-blmk.org.uk
Interview Date:	31 st January 2025
Start date:	ASAP
Job title:	Crisis Recovery Worker
Working base:	Milton Keynes
Area covered:	Milton Keynes
Reports to:	Crisis Café Manager
Job purpose:	To support individuals to deescalate crisis and improve mental health and wellbeing, through focussed 1:1s and structured crisis interventions.
Contract type:	Permanent
Salary:	Actual salary: £7,975.08 per annum (£24,088 FTE)
Contracted hours:	12.25 hours per week
Working days:	2 days per week (across 7 days)
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 focussed 1:1s and ensure outcomes which supports individuals experiencing a mental health crisis in Luton, in line with Mind BLMK's agreed crisis service and requirements as well as contract requirements.
- Assessing need and suitability for the service in line with the access to services process, and undertaking 1:1s.
- 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 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 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 Team Leader for the collection, updating, monitoring and reporting of service data in line with Mind BLMK's contract and systems requirements and procedures

PR

- Represent Mind BLMK and ensure an external presence to promote Mind BLMK's services to increase awareness and beneficiaries.
- Identify and build effective working relationships with relevant external contacts, partners and local services.
- Oversee and ensure effective financial processes are implemented as required for the function and in line with Mind BLMK's financial policies, procedures and guidance (costings, quotations, records, invoicing, agreements, budget management, authorising expenses).

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 (Business Development, own supervision, appraisal, staff, peer group, SIG, AGM, and external as required).
- Commit to attending mandatory training, even outside of working hours (TOIL provided where necessary) 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	
Working in a small service within a wider organisation, including delivering a service against performance targets.	E
Experience of working with individuals experiencing mental health and wellbeing issues	E
Using a dedicated database/system for recording of and reporting service data.	D
Working with, coordinating and supporting volunteers.	D
Skills, abilities and knowledge	
Establish and maintain constructive working relationships with a wide range of people.	E
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
Understanding the wellbeing needs of and working with people with mental health needs, including those from culturally diverse communities.	E
Carry out assessments and 1:1s	E
Knowledge of local community activities and leisure facilities.	D
Valid driving licence and access to a car for work.	D
Qualifications and training	
Willingness to work towards relevant qualifications in Crisis Care work	D

Entitlements/benefits:

Annual Leave	25 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
Employee Discount Schemes	Discounts available through Blue Light Card & Tickets for Good
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)