



## JOB DESCRIPTION

|                        |                                           |
|------------------------|-------------------------------------------|
| <b>Job Title:</b>      | <b>Crisis and Recovery Support Worker</b> |
| <b>Salary:</b>         | <b>£12.60 per hour</b>                    |
| <b>Location:</b>       | <b>Crosby/Southport Crisis Café</b>       |
| <b>Hours:</b>          | <b>Adhoc</b>                              |
| <b>Responsible to:</b> | <b>Crisis Café Manager</b>                |

### Job Purpose:

To provide support to the café (operational hours Friday to Sunday – 5pm to 11pm).

The purpose of the Crisis Café, is to provide an alternative access point for people requiring out of hours support when experiencing negative symptoms of mental illness, which may result in crisis if support is not received. The café should work as a safety net to reduce A&E visits, with the focus being on reducing crisis occurring, with early intervention and adequate support provisions.

### Behaviours

The post holder must demonstrate the following behaviours:

- Provide support with a view to improving quality
- Create a culture that looks for understanding and solutions
- Visibly and positively respect and value the sector and staff
- Communicate a consistent and clear message to all



- Respect, listen to and value others views
- Maintain a person-centred focus, with a relentless pursuit of excellent outcomes
- Have collective integrity and responsibility
- Understand and respect professional boundaries
- Endeavour to improve outcomes for the communities of Sefton

### **Main Duties and Responsibilities:**

- To support people requiring practical and emotional support, in a safe environment, as an alternative to hospital admission.
- To be responsible for a caseload of service users, to develop emotional management, personal and life skills to enable them to grow in self-confidence and attain greater independence
- To welcome people accessing / referred to the service and address immediate presenting issues
- 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 health and safety of service users
- To work effectively with other members of the team and to work supportively with other colleagues
- To be responsible for your own administrative tasks, recording of cases and provide written reports when required
- Undertake other duties as may be reasonably required within the general terms of the job description



## General

You will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

You will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

## Confidentiality

You must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

## Hours of Work

You must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS's policies and procedures and prior agreement with the line-manager. You will be expected to adopt a mature and common-sense approach to this arrangement.

## Pension

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme.

## Annual Leave & Public Holidays

The annual leave entitlement is 26 days (29 days after 5 years) plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period.

**Employee benefits include;** Health and Wellbeing package, Income Protection and Life Assurance.

## Equal Opportunities

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

Sefton Council for Voluntary Service (CVS)  
Registered Charity No. 1024546. Company Limited by Guarantee No. 2832920.  
Suite 3B, 3rd Floor, North Wing, Burlington House, Crosby Road North, Waterloo, L22 0LG  
Tel: (0151) 920 0726 Email: [mail@seftoncvcs.org.uk](mailto:mail@seftoncvcs.org.uk)



## **Navajo Charter Mark (LGBTIQA+)**

Sefton CVS is committed to being an LGBTIQA+ friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark for the steps we have undertaken to improve, and ensure the continued improvement of,

our employment practices, service design, service delivery and access for LGBTIQA+ people within our communities.



Sefton CVS actively encourage and welcome people from LGBTIQA+ communities to apply for our job vacancies.

## **Disability Confident Employer**

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



**What we mean by disability:** The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

**Guaranteed Interview:** The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

**How to apply:** If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

## **Additional Information**

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.



## PERSON SPECIFICATION

You will need to demonstrate that you have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

| REQUIREMENTS                                                                                                                                                                                                      | Essential/<br>Desirable |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <b>QUALIFICATIONS/SPECIAL TRAINING</b>                                                                                                                                                                            |                         |
| NVQ level 2 or 3 in Health & Social Care or Mental Health or equivalent experience                                                                                                                                | D                       |
| <b>KNOWLEDGE/SKILLS</b>                                                                                                                                                                                           |                         |
| <ul style="list-style-type: none"> <li>• Able to demonstrate a commitment to and understanding of confidentiality in relation to the post, including an understanding of GDPR requirements.</li> </ul>            | E                       |
| <ul style="list-style-type: none"> <li>• Ability to prioritise and organise own work load.</li> </ul>                                                                                                             | E                       |
| <ul style="list-style-type: none"> <li>• Ability to evaluate and implement appropriate service developments with support from managers.</li> </ul>                                                                | E                       |
| <ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills.</li> </ul>                                                                                                             | E                       |
| <ul style="list-style-type: none"> <li>• Ability to work independently, under pressure with flexibility.</li> </ul>                                                                                               | E                       |
| <ul style="list-style-type: none"> <li>• Excellent team working skills.</li> </ul>                                                                                                                                | E                       |
| <ul style="list-style-type: none"> <li>• An understanding of the principles of health improvement and behaviour change.</li> </ul>                                                                                | D                       |
| <b>EXPERIENCE</b>                                                                                                                                                                                                 |                         |
| <ul style="list-style-type: none"> <li>• Extensive experience of working with challenging, client groups, e.g. mental health service users, those with substance misuse problems, people with learning</li> </ul> | E                       |



|                                                                                                                                              |   |
|----------------------------------------------------------------------------------------------------------------------------------------------|---|
| difficulties etc.                                                                                                                            |   |
| <ul style="list-style-type: none"><li>Experiencing of managing and prioritising a case load of clients with competing demands.</li></ul>     | E |
| <ul style="list-style-type: none"><li>Experience of managing and using databases, developing presentation materials &amp; reports.</li></ul> | D |
| <b>PERSONAL REQUIREMENTS</b>                                                                                                                 |   |
| <ul style="list-style-type: none"><li>Self-motivated and resilient.</li></ul>                                                                | E |
| <ul style="list-style-type: none"><li>High levels of emotional intelligence.</li></ul>                                                       | E |
| <ul style="list-style-type: none"><li>Full drivers licence and use of a vehicle for work, or equivalent mobility.</li></ul>                  | D |

## **Common Requirements that are essential for all Sefton CVS posts**

### **Personal Skills**

- High levels of emotional intelligence.
- Ability to use own initiative.
- Self-motivated and resilient.

### **Communication Skills**

- To effectively communicate with different groups and individuals in various situations.

### **Interpersonal Skills**

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS.

### **Organisational Skills**

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.



## **Team Working**

- To be able to contribute to the Sefton CVS team and its overall effectiveness.
- To share skills, expertise and ideas with other CVS projects.

## **Information & Communication Technology**

- Fully IT literate; to be able to use Microsoft Office software such as Outlook, Zoom, Word and Excel independently and effectively.

## **Equal Opportunities**

- To be committed to and understand equality, inclusion and diversity practice and implementation in the workplace.