



## Scarborough Survivors Mental Health Resource Centre and Crisis Café

### JOB DESCRIPTION

#### CRISIS CAFÉ SUPPORT WORKER

<b>Hours:</b>	<b>To be agreed</b>
<b>Salary</b>	<b>Dependant on hours (£12.00 per hour)</b>
<b>Pension:</b>	<b>Auto-enrolment</b>
<b>Contract:</b>	<b>To be agreed</b>
<b>Holiday:</b>	<b>Dependant on hours</b>
<b>Accountable to</b>	<b>Chief Executive Officer via Senior Support Worker</b>
<b>Place of Work:</b>	<b>Resource Centre, 9 Alma Square, Scarborough</b>

#### Scarborough Survivors

A voluntary registered charity supporting people over the age of 16 affected by poor mental health. The charity has been operating in Scarborough since 1994 and is service user-led. We were awarded the Queens Award for Voluntary Services in June 2017. The new Crisis Café service will offer a safe sanctuary for people in times of crisis/distress within a homely environment by providing a service for those at the time of distress and for those seeking to prevent the onset of such, providing a holistic, non-judgemental, empathic and respectful intervention for those people at their time of need.

#### Key Responsibilities

- Assist the smooth running of the crisis café and the project as a whole
- Provide advice and emotional support to individuals referred or presenting at the café
- Welcome new referrals to the café
- Help people to develop self-management strategies and to make the best use of the local resource around them, signposting or making referrals as required
- Ensure smooth partnership working is maintained with voluntary sector and statutory service partners
- Protect the wellbeing and safety of service users whilst in the café, reporting any concerns to the Senior Support Worker
- Communicate effectively with other team members ensuring that relevant information is passed on appropriately and accurately
- Offer light refreshments and create a relaxed café atmosphere

## **Person Specification / Selection Criteria**

### **Essential**

- At least one year's experience of providing a supporting role to vulnerable adults
- Knowledge of safeguarding guidelines
- Counselling skills / Listening skills
- An understanding of and sensitivity to the needs of people living with mental health problems
- Discretion and judgement when dealing with sensitive and / or confidential information
- Ability to deal effectively and calmly with challenging situations, ensure wellbeing and safety of service users and volunteers, reporting any concerns to the Senior Support Worker
- Good verbal communications and interpersonal skills

### **Desirable**

- Counselling Diploma or equivalent (Mental Health First Aid)
- Food Hygiene Certificate Level 2
- NVQ Level 3, Health & Social Care
- First Aid

### **Values**

Strong commitment to the ethos of Scarborough Survivors.

Good work ethic

### **Supervision & Support**

- Ultimate responsibility to Chief Executive Officer and Board of Trustees
- Line Management by Senior Support Worker
- Regular Team Meetings
- Scarborough Survivors has a system of annual appraisals
- Scarborough Survivor is committed to training as appropriate

The post is subject to Enhanced DBS Check