

Crisis Café Support Worker

Journey Recovery Hub | Richmond Borough Mind

Job Description

Job Title:	Crisis Cafe Team Support Worker, Journey Recovery Hub
Salary:	£13.46 per hour (£26,200 Full Time Equivalent)
Hours of work:	18.5 hours per week 2-4 shifts per week (5.30pm-11pm weekdays, 2pm-10pm Saturdays and 2pm-8pm Sundays) Exact shift pattern to be agreed at interview.
Location:	This role covers 2 locations, with a rotating shift pattern that includes: 32 Hampton Road, Twickenham, TW2 5QB and Alfriston Centre, 3 Berrylands Road, Surbiton, Kingston KT5 8RB Our Crisis Café services are delivered in partnership with Kingston Mind
Responsible to:	Crisis Café Team Coordinator
Responsible for:	May be required to support/volunteers
Length of Contract:	Permanent, subject to funding

1. Job Purpose

The Crisis Café Support Worker will provide compassionate, person-centred support to individuals experiencing mental health crises within the Journey Recovery Hub Crisis Café. This role involves offering emotional support, de-escalating crises, and assisting individuals in developing strategies for recovery and self-management.

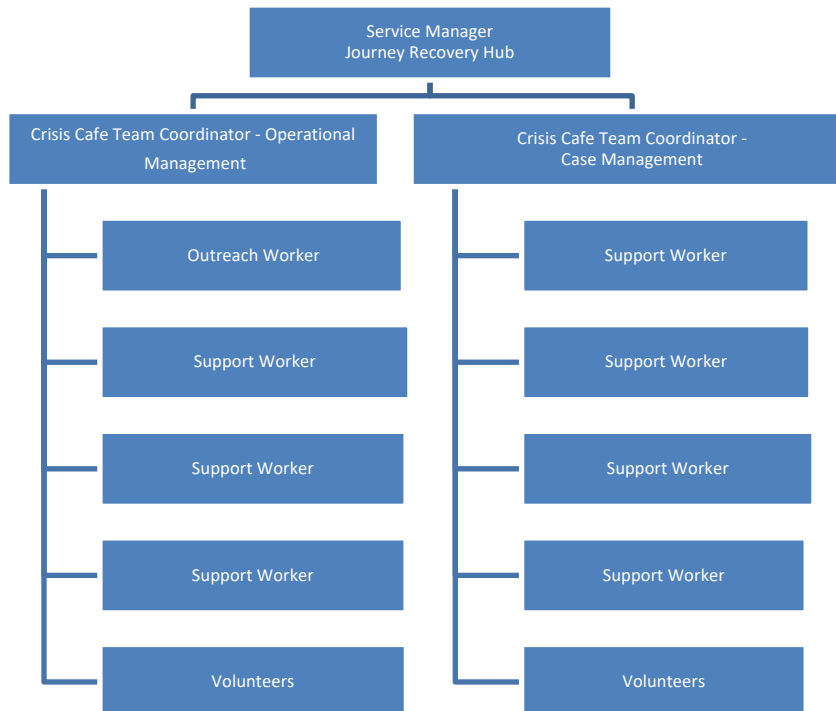
The Journey Recovery Hub (JRH) Crisis Café provides support to those who are at risk of experiencing a mental health crisis outside of normal service hours.

The service aims to provide mental health support and deliver the following key outcomes:

- Prevent escalation of mental health problems and thereby avoid a mental health crisis
- Prevent unnecessary referrals to secondary mental health services, A&E departments and other emergency and out-of-hours services
- Improve mental health and wellbeing
- Increase independence and self-management
- Reduce isolation

The Crisis Café is delivered in two sites, one in Richmond and the other in Kingston, all staff are expected to work across both locations. *Please note that the Journey Recovery Hub is required to be open for 365 days of the year.*

Journey Recovery Hub – Team Structure



2. Main Duties and Responsibilities

1. To provide person-centred support, information, and access to appropriate services for service users, aiming to reduce urgent care admissions
2. To be able to work with clients in a 1-2-1 capacity and hold caseloads.
3. To provide support to reduce crises through developing effective crisis plans that promote de-escalation, recovery, and self-management for clients.
4. To conduct and regularly update risk assessments for service users following operational policies.
5. To be able to maintain accurate case records for service users, ensuring they are kept in accordance with RB Mind’s policies on confidentiality and data protection.
6. To comply with the operational procedures, Support Workers will be required to identify the suitability of referrals and review client risks regularly. Support workers can liaise with the line manager if guidance is needed.
7. To triage people who drop into the service with the support of the Team Coordinator.

8. To provide on-site activities (developed using service user coproduction) that people who use the service find useful, engaging and of interest. Have previous experience in facilitating groups.
9. To record and forward all feedback on service and colleagues to the service manager.
10. To offer light refreshments and create a relaxed atmosphere within the service.
11. To work collaboratively with clients to develop a discharge plan that considers referral onto other services in the community (both internal and external) that can provide ongoing support.

3. General duties and responsibilities

12. The post holder must familiarise themselves and adhere to RB Mind's policies and procedures: including Equal Opportunities, Confidentiality, Privacy Policy, Data Protection Act, GDPR, Health and Safety and Safeguarding Policies.
13. To attend and actively participate in supervision, annual performance appraisal, and team meetings regularly.
14. To attend meetings, conferences, mandatory training and continued professional development.
15. To maintain positive professional relationships with internal and external colleagues.
16. To report incidents in a timely manner with the support of the Team Coordinator or the on-call manager.
17. To engage with supervision from line manager and clinical supervisor.
18. To participate in personal development, through training as required to maintain appropriate practice in the post.
19. To work alongside and ensure active service user participation in all aspects of work, including design, implementation and monitoring of activities.
20. To undertake any other reasonable tasks consistent with the grade and purpose of the post.

Person Specification

Dimension	Scope	Essential	Desirable	Assessed by Application / Interview
Qualifications	Good Literacy and Maths skills	✓		A
	Good IT skills, able to use CRM systems to log data.	✓		I
	Mental Health First Aid Training & or Suicide prevention training		✓	A/I
Experience & Knowledge	Experience of working with people in a mental health crisis or with complex issues		✓	A/I
	Experience of facilitating/supporting group work.		✓	A/I
	Working knowledge of the recovery approach in mental health service provision		✓	A/I
	Excellent listening skills & ability to motivate and coach people with mental health issues		✓	A/I
	Capable of working under own initiative, planning and prioritising own workloads	✓		A/I
	Strong grasp of equal opportunities, confidentiality, data protection, risk management and anti-discrimination practice	✓		A/I
	Strong team working skills	✓		A/I
Skills & Abilities	Ability to communicate effectively both orally and in writing to people of all levels	✓		A/I
	Ability to deal effectively and calmly with challenging situations as they may arise		✓	A/I
	Have the resilience to manage emotional situations	✓		A/I
	Interests, skills or hobbies that could be used for group activities e.g. art, music, cookery		✓	A/I
	<ul style="list-style-type: none"> • To work within RBMind’s mission & values • Proficiency in Microsoft Office packages • Strong administrative skills, including use of databases 	✓	✓ ✓	A/I A A
	<ul style="list-style-type: none"> • Willingness to travel throughout LBRuT & Kingston 	✓		A
	<ul style="list-style-type: none"> • Available to work evening/weekend hours 	✓		A
	<ul style="list-style-type: none"> • Positive and flexible attitude to work 	✓		A