SECONDSTEP
PUTTING MENTAL HEALTH FIRST

Role Profile

Mental Health Crisis Worker

Second Step

9 Brunswick Square

Bristol BS2 8PE

2021

Mental Health Bristol is a consortium of providers, which is made up of 9 Voluntary and Community Sector organisations working with a NHS Trust:

Avon and Wiltshire Mental Health Partnership NHS Trust (AWP)   Brunelcare
Knowle West Health Park Company   Missing Link   Nilaari   Off the Record (Bristol)   SARI   Second Step   Southmead Development Trust   Wellspring Healthy Living Centre

Mental Health Bristol's Mission Statement
Our complimentary skills, knowledge, experience and community connections will ensure the development and delivery of excellent, accessible, person centred and integrated mental health services. We are best placed to serve the diverse needs of 'Our Communities' in Bristol.

Mental Health Bristol's Vision and Values
The vision of Mental Health Bristol is to '*facilitate individual mental health recovery and strengthen the resilience of Bristol's communities'* and we are committed to recruiting staff that will help us meet our vision and values. Our values, which align with our behaviours are:

Values:
• **Recovery: the right to recovery, whatever the person's background**
• **Change: the ability of people to change**
• **Collaboration: no 'wrong door', interconnectedness and collaboration between services and communities**
• **Accountability: to service users, staff, commissioners, stakeholders**
• **Efficiency: with effectiveness**
• **Compassion: with caring, honesty and respect**
• **Innovation: continuous improvement through challenge, listening, learning, including best practice from other Lot Leaders**
• **Encouragement: of full potential of staff and users**

All staff must continuously demonstrate these values in their professional practice

The four pillars of our culture are Recovery; Service Users and Carers at the heart of everything we do (co-production); psychologically informed services; and equalities

1. JOB DESCRIPTION

The job description does not describe a comprehensive list of duties, rather a broader range of accountabilities and performance indicators. The role profile is subject to review and change.

1.1 JOB PURPOSE

Work collaboratively together with the service user and mental health professionals to navigate and coordinate services (both social and clinical interventions), connecting into community resources, building resilience and improving wellbeing. Work within a recovery and psychologically informed approach, taking a holistic view to support people's recovery to live fulfilling lives. Ensure that services are tailored to individual's cultural and social needs.

1.2 JOB CONTEXT

Mental Health Bristol will provide, on a continuing basis, practical advice and support to individuals to allow them to maintain a rich and meaningful life.

The aim is to deliver recovery and wellbeing opportunities for people with mental health and other support needs to achieve their hopes and ambitions.

The post is part of the Crisis Team and involves working with and alongside multi organisations (Mental Health Bristol Partnership). The post holder will need to work collaboratively and in partnership with all these agencies as one team.

This is a hub and spoke service, with a 24 hour hub (providing a full crisis service across the city) and 3 locality spokes (8a.m. to 8 p.m. crisis service) alongside the Assessment and Recovery teams.

1.3   ORGANISATION

Employer Relationship: **Second Step Manager - specialist supervision (AWP)**

Clinical Supervisor: **Specialist Recovery Practitioner (AWP)**

Line Manager: **Human Resources Partnership Lead – Second Step**

Direct Reports: **None**

1.4   JOB ACCOUNTABILITIES

- Build trusting and collaborative relationship with the service user.

- Carry out role adhering to Mental Health Bristol Partnership's policies, procedures, values, code of conduct and current legislation using a Recovery orientated, psychologically informed, equalities based approach

- Co produce, implement and review recovery plan, crisis plan and other self-management tools e.g. Wellness Recovery Action Plan, in partnership with service users in line with best practice.

- Case manage and co-ordinate support, referring and liaising effectively with all professionals, agencies and other parties involved in service user's support in order to deliver the support package. Work closely with colleagues with the service and build strong partnership working with other agencies such as Health and Social Care, Voluntary and Community Service. Support/ facilitate service users to access services.

- Identify, assess, contribute, maintain, feedback and manage risk to ensure risk is minimised. Work in a safe manner using a positive risk-taking approach, ensuring the health and safety policies of Mental Health Bristol are implemented and fully adhered to ensure all safeguarding issues are properly managed.

- Have up-to-date safeguarding training and ensure that Safeguarding policies and procedures are fully adhered to and that a Think Family approach is embedded within working practice.

- Enable delivery of the recovery plan and to enable service users to make informed decisions about their mental wellbeing, maximising their independence and providing advocacy role where appropriate. Build trusting and collaborative relationship with the service user.

- Work in a culturally sensitive way for all service users, tailoring service to meet their individual needs, challenging stigma and discrimination, advocating for person if appropriate, and ensuring up-to-date community knowledge. Work with a range of needs e.gfrom young people to older people, LGBT service users , disabled people and with people with a range of backgrounds and ethnicity.

- **ANY INDIVIDUAL AGENCY SPECIALISM REQUIRED (e.g. Missing Link etc) TO ADD**

- **Participate actively in supervision and reflective practice. Proactively seek advice and support from colleagues and other agencies as relevant**

- **Promote and facilitate service user involvement and inclusion within Mental Health Bristol and the community in line with Mental Health Bristol Partnership objectives.**

- **Contribute to project work, development initiatives and implementation of policies and procedures with guidance from Team Manager and Partnership and Recovery Development Managers.**

- **Manage caseload, documentation and time effectively, ensuring up to date and clear record keeping in line with MHB policies, making best use of supervision, training and staff development. Ensuring up to date and clear record keeping in line with policies.**

- **Collaborate with other team members to maximise service performance, meet targets and Service Level Agreements and promote effective communication and teamwork.**

- **Work within rota system including evenings and weekend working as required.**

- **Contribute to Recovery College delivery and promote college activities to Service Users, family, carers and enable access.**

- **Maintain hope and optimism for the individual with high expectations for recovery. Use lived experience (if appropriate)to positively support the individual's recovery.**

- **Work closely with carers, families and children as with service users carers if appropriate.**

2.   PEOPLE PROFILE

2.1   PERSON SPECIFICATION

	Essential	Desirable
Skills	▪ *Numeracy and literacy to GCSE level/NVQ 2 or equivalent* ▪ *IT skills including ability to produce various documents in Word, and use of email and internet.*	▪ *A recognised qualification in a relevant field (for example DipSW, RMN, CPN)* ▪ *Psychologically informed practice*
Knowledge	▪ *Proven knowledge of support needs of people with mental health needs.* ▪ *Proven knowledge of equal opportunities issues* ▪ *Proven knowledge of health and safety issues, especially those relevant to mental health* ▪ *Proven knowledge of safeguarding policies and procedures relating to adults and children and young people*	▪ *Proven knowledge of welfare benefits* ▪ *Proven knowledge of the social care sector* ▪ *Knowledge of working with people with drug and alcohol, learning disabilities or complex needs*
Experience	▪ *A experience working with people with mental health needs, or people with complex needs* ▪ *Proven experience of working with people with multiple needs (e.g. mental health, homelessness, alcohol/drug dependency long term conditions)* ▪ *Proven experience of carrying out needs and/or risk assessments and the support planning process* ▪ *Experience of working with a number of individuals with competing needs and priorities*	▪ *Proven experience of mental health issues and/or services, either as a user, carer or supporter.* ▪ *A year's experience*

Values	▪ *Commitment to diversity and equal opportunities at work* ▪ *Work with a Recovery focused approach* ▪ *Commitment to service user participation and involvement*	
Other		*A current, full driving licence and access to appropriate motorised vehicular transport (such as a car, moped or motorbike).*

2.2   COMPETENCIES

Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
Achieving Results Relevance to Recovery: Services reduce barriers, support service users to find their own solutions and to achieve positive outcomes.	Plans own work and meets agreed goals within the time available Can problem solve alone but knows when to involve others. Able to use more than one approach when solving problems. Works hard and stays focussed on priorities, increases effort without guidance	Prioritises key tasks and manages own workload, taking into account the impact of own work priorities on those of others. Able to use a range of approaches to analyse and manage problems and performance issues. Sets appropriate targets for self and others, will "go the extra	Adjusts own work priorities to take other's priorities into account, and involves other people to achieve goals. Carries out complex analysis of problems, develops innovative approaches to problems and takes calculated risks. Sets appropriate long term objectives that improve the service and the performance of

		mile" to deliver work on time and within budget.	the organisation.
Competency	**Entry Level (2)**	**Desired Level (3)**	**Exceptional Level (4)**
Customer Care. **Relevance to Recovery:** Everything we do and how we do it carries the message that recovery is possible for everyone using our services. **Customers include:** Service users Carers Members of the public External agencies Funders Any other interested parties	Understands explicit service user needs, including cultural needs and supports service users to develop skills to meet their needs. Is aware of Equal opportunities issues and how discrimination can affect service users and other customers. Works to establish good relationships with service users, visitors and other customers. Understands Second Step's code of conduct and values and makes sure that their working relationships reflect these.	Understands explicit service user experiences and needs and identifies ways in which the service can respond effectively. Ensures that their service/team does not discriminate against people on the grounds of age, gender, race, ethnicity, faith, sexual orientation or ability. Works hard and invests time getting to know and developing good working relationships with service users and other customers. Knows who their key customers are and is able to change own style to suit different customer's needs.	Understands both explicit and implicit service user needs and identifies ways in which service/organisation can respond effectively. Develops strategies for involving service users in measuring the performance of services. Promotes awareness of the impact of stigma and discrimination and acts to reduce it, both within the organisation and with external agencies. Identifies and nurtures customer contacts that have a positive impact on work and/or Second Step.

Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
Effective Communication. Relevance to Recovery: How we talk to people, our non verbal communication, how we record our work, all give a positive message of hope and recovery.	Understands the information required by their peers and reports and is skilled and confident at communicating with, and listening to, others. Designs and writes well structured, clear and relevant documents, letters and reports. Communicates with others in a form and manner that takes into account their background, culture and level of understanding.	Plans and manages all communications and ensures they are clear, effective and have maximum impact. Is a sensitive communicator, able to diffuse difficult situations by careful handling of communications. Designs and creates effective presentations and reports and is skilled and confident in presenting to audiences.	Has highly developed presentation abilities and is effective at promoting the key messages and objectives of organisation. Plans communication around the needs/objectives of the audience. Distils key messages or key conclusions from complex situations.

Competency	Desired Level (2)	Exceptional Level (3)	Exceptional Level (4)
Partnership and Teamwork. Relevance to Recovery: All team work and partnerships should centre on the support requested by an individual and work collaboratively to achieve this. Every service user should have full knowledge of who is involved in their support.	Develops and maintains effective working relationships, understands and contributes to the collective responsibility for achieving results. Helps team decision making by their own contribution and supporting others to contribute. Makes a positive contribution to wider team processes such as problem solving, or implementing change.	Always tries to understand the needs and priorities of colleagues and reports, builds relationships based on co-operation, respect and trust. Facilitates in their team a culture of openness, co-operation, trust and responsibility. Shares power within the organisation and across networks and develops constructive relationships with SMT and other stakeholders, to enable their true involvement in decision making.	Able to work effectively in different cultural situations and with different groups. Able to identify and understand 'politics' and negative behaviour in others and work through and resolve these positively and tactfully. Is seen as a role model for partnership and teamwork. Respected and trusted by everyone they work with

Competency	Entry Level (1)	Desired Level (2)	Exceptional Level (3)
Personal and Professional Development. Relevance to Recovery: Being open to learning about ourselves and from others, being committed to continual learning and development, assists us to support individuals in their recovery.	Is aware of their own feelings and is able to manage their emotions when faced with difficult situations. Stays calm in a crisis and supports others to stay calm. Uses supervision effectively and is keen to learn, takes responsibility for their own development by actively taking part in learning opportunities.	Understands the nature and causes of their emotional reactions to particular situations and actively manages own emotions and reactions when necessary. Is sensitive to the needs of others in difficult or pressured situations. Actively participates in supervision, reflects on supervisor's feedback and applies this learning to future work.	Knows their strengths, and limitations, and understands how they impact on others in a range of situations, including when providing leadership that makes a difference to their team. Recognises others' anxieties and problems, and facilitates them to find ways of dealing constructively with these. Uses reflection on their work in supervision to maintain and improve their work. Maintains their own personal and professional development by using both formal and informal learning opportunities, independent of/in addition to, their supervisor's suggestions.

Competency	Desired Level (2)	Exceptional Level (3)	Exceptional Level (4)
Service Area Expertise Relevance to Recovery: Services support individuals to find ways of understanding and meeting their own needs.	Understands the specialist and/or professional requirements of the job and applies this in their day to day work. Has an up to date knowledge of the full requirements of the job and is willing and able to learn new skills as necessary. Applies Equal Opportunities principles to practice within own service/team.	Has a comprehensive understanding of the specialist and/or professional requirements of the job and applies this in all areas of their work. Acts as a reference point within own particular service/team. Ensures the service/team respects diversity in all aspects of service delivery.	Invests considerable effort in maintaining specialist and/or professional knowledge, experience and skills. Keep abreast of new thinking in area of expertise. Is recognised as the expert in own particular service /team. Promotes respect for diversity with internal and external customers.
Competency	**Entry Level (2)**	**Desired Level (3)**	**Exceptional Level (4)**
Recovery Orientated Practice.	Has an understanding of recovery principles and values including: ▪ Listening to peoples stories in a non judgemental way. ▪ The importance of helping people meet their own needs. ▪ The importance of enabling social inclusion ▪ How approaches and services can help or hinder recovery.	Consistently applies recovery principles and values in direct work with service users. Is able to use a recovery focussed approach with service users with a range of needs. Actively promotes recovery with colleagues and the wider organisation	Is able to apply recovery principles and values in all aspects of work, with groups and individuals throughout the organisation Integrates recovery principles and values into service development.

Competency	Desired Level (3)	Exceptional Level (4)	Exceptional Level (5)
Working with Change. Relevance to Recovery: Services are supportive and helpful to each individual. Staff and systems are flexible and respond to	Effectively implements changes in policy and procedure with guidance. Understands that the working environment is one of constant change and is able to explain and promote the benefits of change. Involves others when changes are required so they have a sense of ownership.	Effectively implements new strategies with guidance. Views change as an exciting opportunity and continually strives to identify changes that will improve services. Involves the whole team in any process of change so they have a sense of ownership.	Is able to implement changes in policy and procedure with guidance. Understands that the working environment is one of constant change. Involves others in change to create a sense of ownership. Promotes the benefits of change.
Competency	**Entry Level (2)**	**Desired Level (3)**	**Exceptional Level (4)**
Organisation and Sector awareness Relevance to Recovery: Having a good knowledge of our services and other resources to increase choice for service users.	Knows and understands Second Step's key values and can demonstrate how they apply them to their day to day work. Understands structure and aims of all services within Second Step. Knows who our key partners and competitors are.	Knows and understands Second Step's mission statement, vision and values and applies these to all areas of their work. Knows how own role and service/team fits into the overall organisation of Second Step and partners. Keeps up to date with changes	Knows who the key decision makers are and what their views are on important issues. Networks and has contacts across Second Step and partners. Shows sensitivity to the strategic priorities and any resource constraints within

		in sector and can describe how they impact on our work.	Second Step and other agencies.
Competency	**Entry Level (2)**	**Desired Level (3)**	**Exceptional Level (4)**
Policy, Procedure and Practice. **Relevance to Recovery:** **Policies and procedures support individual service users in their own recovery journey and inform our best practice. Services are delivered in line with equal opportunities and do not discriminate.**	**Understands how, and can explain why, policies and procedures are applied for the benefit of service users and staff.** **Identifies areas where improvements to policy, procedure or practice can be made.** **Identifies when changes to practice impact on policies and procedures.**	**Actively pursues improvements to procedures which produce benefits to all.** **Challenges policies and procedures which have a negative impact on service delivery** **Uses judgement to reach decisions on situations not fully covered by policies or procedures**	**Is able to draft new policies as required and incorporate organisational knowledge and best practice into these.** **Actively and accurately identifies gaps in policies and remedies these within appropriate timescale.** **Ensures any new policies and/or procedures are effectively promoted and implemented throughout service/team and organisation.**