

## **Job Description**

**Post:** Senior Crisis Support Worker (30 hours)

**Responsible to:** Crisis Support Service Manager

**Hours of duty:** 30 hours (worked within a 4 week rolling rota)

**Salary:** SP 26-30 - £22,386- £25,562 per annum pro-rata

**Travel expenses:** 45p per mile

### **Job Summary:**

To lead the provision of support to clients who are experiencing a crisis in their mental health. You will be required to quickly assess the support needs of clients, and decide on appropriate courses of action. You will be offered shift work on an ad hoc basis, and shifts will usually be in the evenings or at weekends.

### **Organisational:**

- Participate in the RAMH training programme as required.
- Conform to RAMH's Policy and Practice.
- Promote awareness and understanding of Mental Ill health.
- Provide guidance and support to junior staff.

### **Operational:**

- To work shift rota as agreed with the Service Manager. (You will sometimes be the senior member of staff on duty, carrying out coordinator role)
- To carry out telephone assessments of clients in crisis situations.
- To provide ongoing support to existing clients
- To meet needs of clients by:
  - a) Providing appropriate supports and interventions for service users in crisis
  - b) Assessing and minimising where possible the risks clients may face
  - c) Liaising as required with a variety of other services, and making referrals as appropriate.
  - d) Supporting sessional staff and support assistants in carrying out their duties.
- To keep excellent electronic records of your assessments and interactions with service users, as directed by the service manager. The service uses an electronic case management system – NEBULA – and all staff require this to record daily records.

### **Additional responsibilities:**

- Abide by RAMH's Code of Conduct.
- Keep abreast of developments in best practice with regard to mental health and crisis intervention

- The post holder will not, by deed, inaction or comment, bring the reputation of RAMH into disrepute.
- Take all reasonable steps to ensure the health and safety of staff and clients.
- The post holder will treat all clients with respect and courtesy at all times.
- Other reasonable tasks, as demanded by the post.

Scottish Social Services Council Registration:

- All staff must be aware of timescales and requirements of registration with SSSC – Scottish Social Services Council.
- Staff who are registered must take personal responsibility of making themselves aware of the requirements of registration and adhere to these requirements.
- It is NOT the responsibility of RAMH to register staff.
- Staff who are required to register with SSSC and don't complete registration within the timescales set out, will NOT be able to be employed in their current role, until registration is completed. This means that there may be no employment opportunities for staff in RAMH if they are not registered.
- Failure to register within timescales will result in disciplinary action and may result in suspension without pay or dismissal from RAMH.

The post holder will be required to participate and negotiate with the Manager, their Annual Performance review objectives, which will be an integral part of this job description. This will create a dynamic environment for the post holder to pursue their personal and service development.

**RAMH**  
**Person Specification**  
**Senior Crisis Support Worker**

**QUALIFICATIONS**

	Essential	Desirable
Social Work, RMN, Occupational Therapy or equivalent		✓
Minimum SVQ Level III in Health or Social Care	✓	

**EXPERIENCE**

Minimum 2 years experience working with adults with mental health difficulties in a community setting	✓	
6 months crisis experience		✓
Experience of working in a team	✓	
Supporting and supervising other staff/volunteers		✓
Knowledge of relevant legislation		✓
Ability to work and communicate in a multi-agency environment	✓	

**SKILLS**

Assessment & Risk Assessment skills	✓	
Ability to motivate others	✓	
Excellent verbal communication skills	✓	
Excellent written communication skills	✓	
Able to work independently and on your own initiative	✓	
Proficient in the use of IT systems – Word – use of email	✓	

**PERSONAL TRAITS**

Self motivated	✓	
Flexible/adaptable	✓	
Team member	✓	
Ability to demonstrate empathy and concern	✓	