

# Information Pack

Crisis Pad Practitioner

To discuss the post informally, please  
contact:

Courtney Malon, Service Manager  
on 01482 240200

# Job Description

**JOB TITLE:** Crisis Pad Practitioner

**LOCATION:** The post holder will be based in our head office, Wellington House, on 108 Beverley Road, Hull (HU3 1YA).

**PRIMARY SERVICE AREA:** Crisis Interventions

**SALARY:** £23,000 per annum (for 37 hours)

**HOURS:** The post holder is required to work their contracted hours flexibly to meet the needs of our clients and the organisation which will include evenings and may include weekends and public holidays.

**REPORTS TO:** Assistant Manager

## OVERALL PURPOSE OF THE JOB

To intervene early to improve or maintain someone's mental health and wellbeing to help people to avoid crisis and maintain good wellbeing.

Providing a responsive and effective service to people in mental health crisis, their families, friends, carers, and other agencies/professionals.

Dealing with individuals who are at immediate risk of suicide self-harm or harm to others.

To support in ensuring 24-hour support is available via telephone and face to face for individuals who need it.

## ROLE RESPONSIBILITIES

- Ensure our framework for good care which includes Relationships, Environment, Activity, Compassion and Hope, called 'REACH' is adhered to at all times.
- To maintain a values-based working approach with the people that use our services, families and stakeholders that is in line with the values of the organisation.
- To have or be prepared to develop a good understanding of Mental Health difficulties and models of healthcare for their treatment.
- To offer mental health support for people who access our services, including face-to-face, digital and telephone support.
- Provide crisis support to those accessing our services, utilising crisis intervention skills and techniques, individually identified appropriate risk assessment including suicide risk assessment and active listening skills to effectively support them.
- Develop effective working relations with staff within the mental health services and other organisations including the emergency services.
- Undertake training and record all information on Humber Foundation Trust (HFT) Lorenzo system or other identified appropriate data recording system.
- Understand and comply with organisational and statutory requirements for confidentiality and data protections both as a Mind employee and with the HFT.
- Ensure callers in mental health crisis receive a swift, compassionate, and appropriate response; this includes signposting to the appropriate agency for crisis or risk

support.

- Take referrals for urgent and non-urgent MH need utilising agreed referral processes with enough detail to allocate to an assessment as required or to support staff to support with identified needs of service user.
- Book non-urgent, routine triage assessments using the Lorenzo system.
- Maintain positive relationships with people who access our services, and, where appropriate, their families, to encourage acceptable behaviour and encourage de-escalation of crisis situations.
- Ensure client safety, manage risk, devise plans to intervene to protect people from harm and promote a safe and inclusive environment for everyone.
- Review and monitor participant support methods to ensure:
  - Targets and outcomes are being met.
  - Changing needs and/or circumstances are identified.
  - Coordination with internal and external services
- Take referrals for face-to-face services, monitoring information systems to ensure important information is recorded and passed on.
- Assist people to create an action/support plan to take away with them, that promotes self-reliance and empowerment.
- Offer practical mental health assistance by promoting self-help and other low-level interventions that improve someone's ability to cope and become more resilient.
- Maintain an honest, robust, and caring approach to the people that access the service to help them flourish.
- Undertake ongoing assessments of someone's mental health needs whilst they are accessing our services.
- Provide accessible and rapid signposting where appropriate.
- Work as an individual and as part of a multi-disciplinary team.
- Encourage feedback from the people who use our services.
- Maintain accurate and up to date records through both an electronic information management system and paper records.
- Undertake and comply with training relevant to the role you are undertaking.
- Create and maintain accurate and up to date records on all patient related activities and monitoring systems as appropriate.
- Provide cover for telephone or face to face services as and when required/appropriate, to help ensure the smooth running of a 24-hour service.
- To respond to unique or challenging situations appropriately maintaining with quick and confident decision making.
- Working with people who use our services, their families, and other organisations to tackle the stigmatisation of mental health conditions and promote a non-judgmental stance to mental health care and recovery.
- To work with colleagues and management to develop and maintain your own resilience and that of your colleagues within your team.

## **NOTES**

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

It is the nature of the work of Hull and East Yorkshire Mind that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

# Person Specification

Please try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.

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Area	Criteria	Essential	Desirable
<b>Key knowledge</b>	Demonstrable understanding of what mental health is and how to support better mental health	✓	
	Of local and national mental health service provisions and client groups, including specialist areas, e.g. supported housing, domestic violence, substance misuse	✓	
	Of recovery-based support and short-term interventions	✓	
	Of health and safety, risk management and personal safety	✓	
	Understanding of local agendas in relation to mental health provision		✓
<b>Relevant experience</b>	Of recently working in a mental health related (or other relevant, e.g. social care) setting and supporting individuals on a 1:1 and group basis	✓	
	Of providing an immediate response to people in crisis	✓	
	Of timely and accurate recording within a data management and information system	✓	
	Of supervising a service to ensure it operates effectively and within its remit	✓	
	Of the ability to engage and influence colleagues and volunteers in a positive manner		✓
<b>Key competencies</b>	A commitment to the values of Hull and East Yorkshire Mind	✓	
	Able to plan and prioritise own workload, as well as working as part of a team, to ensure both the clients' needs, and the project outcomes are met	✓	
	Is able to challenge unethical behaviour in a confident and appropriate manner	✓	
	Ability to communicate effectively with both internal and external stakeholders of the organisation	✓	
	Highly developed written and verbal communication which is tailored to the needs of the target audience	✓	

	Demonstrates resilience when under pressure, faced with emotionally charged issues	✓	
	Ability to anticipate changing needs and respond positively	✓	
	Able to make sound decisions by processing and collating information from a variety of sources	✓	
	Able to support the diverse needs of the people who use our services, with a focus on positive outcomes, and offer appropriate interventions when necessary	✓	
<b>Additional requirements</b>	Possession of a full current driving license with use of, a motor vehicle for work purposes and prepared to travel across the region.		✓
	Enthusiastic with a high degree of personal motivation	✓	
	Ability to work out of hours between 6pm and 6am with weekend and bank holiday working	✓	
	Competent in the use of IT programmes (e.g. Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	

# Overview of Hull and East Yorkshire Mind

Hull and East Yorkshire Mind has been supporting people with mental health problems across Hull and East Yorkshire for over four decades.

We are an independent charity governed by a group of local trustees, affiliated to the Mind network made up of over 130 organisations across England and Wales. The network delivers services, campaigning and gives a voice to people with mental health problems, their families, carers and community. Hull and East Yorkshire Mind is also a housing association.

Our **VISION** is that we won't give up until everyone experiencing a mental health problem gets both support and respect.

Our **MISSION** is to work with partners to intervene as early as possible, providing advice and support to empower and give hope to anyone experiencing a mental health problem. We campaign locally to improve services and reduce stigma and discrimination. As an organisation, we pride ourselves on our values and beliefs:

## **WE BELIEVE:**

- Everyone has mental health: there is no place for stigma.
- Everyone deserves the chance of a fulfilling life.
- Lived experience is powerful and can generate hope.
- Spaces where everyone can feel supported and safe, not judged but respected, are vital.
- Everyone brings something valuable to the work.
- We can effect change and will do everything in our power to improve lives.

## **WE VALUE:**

- **Being Human** – connecting meaningfully with one another creating relationships which help people to flourish.
- **Mind and Heart** – using our intelligence, stories, skills and life experience to show that we care and to make a difference.
- **Being Brave** – even in the face of uncertainty staying positive and boldly developing new things.
- **Travelling Together** – side by side with others, being kind and, through empathy, nurturing belonging.
- **Strong Foundations** – drawing on our history and learning to build reliable systems that work well without being over engineered.

# Our Model of Mental Health Care (REACH)

At Hull and East Yorkshire Mind we believe it's important to understand what good mental health care looks like. This is more than just understanding the services we deliver, it's about the important elements common across all of our work that help us to understand why we work in the way that we do.

Different organisations have different priorities. We have defined ours using a simple framework that includes Relationships, Environment, Activity, Compassion and Hope. We call this REACH.

## Relationships

Trusting, caring relationships are a core foundation of our mental wellbeing. To believe we are cared about we need to feel a human connection. Too often public services focus on maintaining artificial boundaries between those delivering and receiving services to the detriment of both sides. We use some common sense with our professional boundaries; if somebody wants a hug we give them one and if somebody wants to hear about our holidays we share what's appropriate. We expect our team to genuinely care for the people they are working with and, if that's not possible, conversations to be had early on about where the problem lies.

## Environment

For those visiting our offices and community groups through to people living in our housing, a poor environment encourages poor mental health. If people feel safe, secure and valued they are much more likely to stay well and recover faster. We need to make sure the physical spaces and 'atmosphere' are welcoming. Where possible we need shared spaces and avoid cutting ourselves off in the 'staff offices'. We expect everybody working in our housing to be conscious that these are peoples' homes we are working in and be conscious of how our behaviour impacts on the environment.

## Activity

We know that physical activity is vital to our health and wellbeing and that this is often overlooked when considering mental health care. We also know that activity includes many forms of occupation and how important having a role in society is for most of us. Without it we too easily lose our sense of self and worth and any intervention that doesn't address this vital area will always be temporary. All of our services will encourage paid work where possible, voluntary work where not and mainstream learning where appropriate. Our groups, information line and activities will promote physical exercise and the benefits this bring to mental health.

## Compassion

Sometimes we're just too hard on ourselves. We see media portrayals of what 'normal' is supposed to be and beat ourselves up because we don't think we meet the standard. We need to get much better at showing compassion, not just to others around us, but also to ourselves. Sometimes it's OK to be different. People using our services come with all sorts of stories and histories. We want our compassionate approach to run through everything we do, from how we answer the phones to replying to emails and one-to-one interactions. To work at Mind, whatever job you are doing, you have to be able to show you care for the people we are here for.

## Hope

Without a genuine belief that things can improve we get stuck and lose motivation. We all need positive role models in our lives and they should be a core part of any service we want to deliver. This isn't always easy and when somebody is acutely unwell it can be difficult to find the hope in what might seem a hopeless situation. Our job is to find that hope and help others see it. We must never shy away from this no matter how difficult it might seem.



# Summary of terms and conditions

## 1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

## 2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind. However, we reserve the right to deduct the cost of the disclosure if an employee leaves within 6 months.

## 3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

## 4. Pay

No automatic annual increments are payable except for any cost of living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

## 5. Annual Holidays and Holiday Pay

Annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

## 6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties, will receive full Company Sick pay for up to 6 weeks, followed by 2 weeks' at half pay in a 12 month period.

## 7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Aviva. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

## 8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

## 9. Trade Union Membership

Employees have the right to join or not join a Trade Union