

# We're hiring!

## Recovery Café Worker (Bank)

Help people to gain better mental health and improve the quality of their lives.

Rushden Mind are recruiting new bank staff to support the teams at Rushden and Wellingborough. Please see below for opening times of each café. There are no guaranteed hours, but you will need to undertake at least one shift every month to remain on bank.

|                                  |                          |
|----------------------------------|--------------------------|
| Rushden                          | Wellingborough           |
| Monday & Wednesday Evening 4-9pm | Friday 4-9pm             |
| Sundays 12-4pm / 4-8pm           | Saturdays 12-4pm / 4-8pm |

The service will offer a range of support to promote recovery and independence including:

- ☞ 1:1 or group support to work through the crisis, identifying causes, positive solutions and building coping strategies
- ☞ Practical coaching strategies to help visitors cope with things such as anxiety, stress, panic attacks, voices, confusion, paranoia, suicidal thoughts, self-harm, abuse, depression, worrying thoughts and mood swings
- ☞ Effective onward referral and signposting to services that will meet their needs and reduce the likelihood of future crises

Email [office@rushdenmind.org.uk](mailto:office@rushdenmind.org.uk) for an application pack including the full job description and person specification.

|             |   |
|-------------|---|
| Location    | Rushden / Wellingborough Northamptonshire |
| Hours       | Variable Bank Staff                       |
| Expiry Date | Ongoing/Recurring Advertisement           |
| Interviews  | Offered Ad Hoc to successful applicants   |
| Start Date  | ASAP                                      |

## Recovery Café Worker (Bank)

Rushden Mind is a voluntary organisation working with people experiencing emotional and mental distress and providing support to their families and carers.

Northamptonshire local minds (Rushden, Wellingborough, Kettering, Corby and Northampton & District) work collaboratively with our Northants Health Foundation Trust (NHFT) to offer a number of Crisis Café's during evenings and weekends. This collaboration provides a sanctuary and safe haven for visitors who are experiencing a crisis or in emotional distress. Our aim is to support people to reduce any immediate crisis and to safety plan; drawing on strengths, resilience, and coping mechanisms to manage their mental health and wellbeing. We offer a warm, welcoming and homely environment which is somewhere for visitors to relax and feel safe, where they know that skilled and experienced staff are on hand to listen to them and offer support and advice.

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For more information contact 01933 312800 or email [office@rushdenmind.org.uk](mailto:office@rushdenmind.org.uk)

An approved enhanced DBS check is required for this post

Closing date for applications: Ongoing/Recurring Advertisement  
Interviews: Offered Ad Hoc to successful applicants

## Job Description

|                       |   |               |                |
|-----------------------|---|---------------|----------------|
| <b>Job Title</b>      | Recovery Café Worker / Crisis Café Support Worker                     |               |                |
| <b>Location</b>       | Rushden Mind,<br>Phoenix House<br>Skinners Hill<br>Rushden<br>NN9 5JG |               |                |
| <b>Responsible to</b> | Chief Executive Officer   |               |                |
| <b>Basic Hours</b>    | Bank  | <b>Salary</b> | £9.00 per hour |

### Background to the Post

Local Mind have been collaborating with NHFT to provide crisis cafes across Northamptonshire. The pilot was extended to Rushden and Wellingborough in February and March of 2018 and has been contracted until March 2019.

### Summary – Main Purpose of Job

To work as a reliable, supporting member of the team in delivering the Crisis Café service. The service will be delivered through a person-centred approach in line with Rushden Mind's overarching organisational approach and to ensure that the organisations vision and the following values are adhered to throughout service delivery:

### Accountability/Tasks

- Being available to cover gaps in the Service Rota as and when required
- Communicate effectively with other team members ensuring that relevant information is passed on appropriately
- Considering each person as an individual
- Developing, alongside visitors, flexible and realistic crisis support / person centred plans within agreed guidelines
- Engaging with visitors to show empathy, inspire hope and promote recovery
- Ensure the smooth running of the café
- Ensure the wellbeing and safety of visitors, reporting any concerns to your line manager or peers
- Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements.
- Ensuring the service is represented in a professional manner at all times.

- ✿ Establishing supportive, empowering and respectful relationships with visitors and carers/ family
- ✿ Help people to develop self-management strategies and to make the best use of the local resources around them, signposting or making referrals as required.
- ✿ Listening to visitors and encouraging positive steps towards management of crisis and recovery
- ✿ Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant persons.
- ✿ Providing a person centred and recovery orientated approach in all aspects of the roles and responsibilities.
- ✿ To undertake any other duties reasonably requested by line manager
- ✿ Welcome new referrals to the café, carry out initial assessments and maintain accurate case records within the required data collection and reporting system.
- ✿ Work always in accordance with the values, policies, practices and procedures of Rushden Mind with emphasis on safeguarding, equality & diversity, confidentiality.

## Supervision, meetings and support

- ✿ Supervision is provided by the Manager on a regular basis
- ✿ Rushden Mind has a system of annual appraisals
- ✿ Rushden Mind is committed to training as appropriate

November 2018

## Person Specification

| Job Title | Recovery Café Worker  | Essential Criteria | Desirable Criteria |
|-----------|---|--------------------|--------------------|
|           | A good listener   | ✓                  |                    |
|           | Ability to be a reliable and punctual worker  | ✓                  |                    |
|           | Ability to provide calm, consistent support to those experiencing a mental health crisis  | ✓                  |                    |
|           | Ability to work in a recovery orientated, person centred, non-judgemental manner  | ✓                  |                    |
|           | Adaptable and able to work in a challenging and changeable environment  | ✓                  |                    |
|           | An understanding of, empathy and sensitivity to the needs of people living with mental health problems                              | ✓                  |                    |
|           | Capable of self-awareness and able to consider and modify own behaviours if appropriate for the benefit of visitors and the service | ✓                  |                    |
|           | Capacity to cope effectively with the pressures of the post and to use the support and supervision provided                         | ✓                  |                    |
|           | Collaborative team working skills   | ✓                  |                    |
|           | Discretion and judgment when dealing with sensitive and/or confidential information   | ✓                  |                    |
|           | Effective team worker with ability to take initiative and work on an individual basis   | ✓                  |                    |
|           | Excellent verbal communication and interpersonal skills   | ✓                  |                    |
|           | Good level of IT skills including Microsoft Office, Outlook and excel with basic spread sheets                                      |                    | ✓                  |
|           | High level of ability and able to take a 'common sense' approach  | ✓                  |                    |
|           | High level of ability and experience of providing a support service to vulnerable adults.   | ✓                  |                    |
|           | Knowledge and understanding of the relevant statutory authorities including NHS and social care.                                    |                    | ✓                  |
|           | Understanding of the challenges experienced by people with mental health difficulties   | ✓                  |                    |
|           | Understanding of the importance of professional boundaries working with vulnerable people   | ✓                  |                    |

November 2018