

Job Description

Service	Catalyst Support
Job Title	Safe Haven Worker - Bank
Reports to	Safe Haven Senior Worker
Base	Safe Haven locations – Guildford, Woking and Aldershot
Salary	£15/hr
Organisation	<p>It's not just about what we offer, but how we offer it.</p> <p>Catalyst is a non-profit organisation working with people who are dealing with issues stemming from drug and alcohol misuse and mental health – including housing, involvement with criminal justice, relationships with family and friends and getting back into work.</p> <p>Guildford-based for over 30 years, we work throughout Surrey and its borders in partnership with a wide variety of statutory and non-statutory organisations and bodies to provide support.</p> <p>We believe change is achievable when facilitated by skilled professional staff and volunteers offering a friendly, respectful, non-judgemental and personal approach.</p> <p>Our values are Kindness, Integrity and Commitment.</p>
Purpose of Job	<p>To facilitate Safe Haven provision in Guildford, Woking and Aldershot. The purpose of the Safe Haven is to provide an alternative for people who are currently attending A&E when they suffer a mental health crisis, both in person and virtually. Additionally it provides a safety net for people who might otherwise get to crisis point. Experience of working with this client group is essential.</p>

This post is subject to the Disclosure and Barring Service (DBS) check at an enhanced level. Please note past drug and/or alcohol or criminality history will not necessarily discount you from undertaking this role.

Catalyst is looking for individuals who are emotionally robust, flexible, willing to work as part of a team and show initiative in an occasionally challenging setting.

There are various shifts available:

- **Guildford: 6-11pm Monday to Sunday**
- **Woking: 6-11pm Monday to Sunday**
- **Aldershot: 6-11pm Monday to Sunday, 12.30-6pm weekends and Bank Holidays**

Key Activities:

- Provide support to visitors attending the Safe Haven both in person and virtually
- Risk assess visitors attending in acute mental health crisis
- Utilise motivational interviewing techniques and active listening skills in order to support individuals
- Create safety plans for those experiencing suicidal ideation
- Work within GDPR and Information Governance guidelines to ensure confidentiality is maintained
- Provide a continual assessment of a person's needs regarding their mental health
- Work collaboratively with partner agency staff to ensure continuity of care
- Maintain an honest, robust, person centred and caring approach to the client group
- Attend external and internal meetings as required and as appropriate for the role
- Signpost visitors to external methods of support
- Take part in ongoing training and development
- Communicate confidently and effectively, verbally and in writing

General terms of reference:

In carrying out the above duties the post holder will:

- Work collaboratively across the organisation to offer support to all main functions.
- Be committed to the role and support Catalyst to be the most efficient it can be.
- Be someone who believes in fairness and conducts themselves with integrity.
- Work flexibly across operational sites.
- Be motivated to improve personal performance, outcomes, contribution, knowledge and skills.
- Be professional when partaking in Management, Trustee Board and other work related team meetings; appraisals, workforce development and supervision processes.
- Keep abreast of developments in services, legislation and identify good practices where appropriate.
- Contribute to maintaining safe systems of work and a safe environment for all staff on site or working remotely.
- Represent Catalyst at external agencies/meetings and support our values and the culture of Catalyst.
- Undertake other duties appropriate to the grade of the post.

Person Specification

Essential criteria:

It will be essential to have a friendly, open, honest, respectful and confident manner and the willingness to learn.

- ✓ Robust professional boundaries
- ✓ Experience working in mental health field
- ✓ Sound working knowledge of Safeguarding legislation
- ✓ Experience operating within Information Governance guidelines
- ✓ Experience delivering person centred interventions relating to mental health
- ✓ Working knowledge of conducting dynamic risk assessments
- ✓ Ability to work collaboratively with partner agencies
- ✓ Good administrative, recording and reporting skills
- ✓ Confidence to work on own initiative as well as part of the team.
- ✓ Confident with IT and database systems.
- ✓ Ability to critically reflect and evaluate interventions and service delivery.
- ✓ Respond flexibly to the demands of the post and remain calm under pressure.

Equal Opportunities Statement

We acknowledge the unique contribution that all Catalyst employees and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.

Please note:

- This job description may be varied from time to time as agreed by the post holder and line manager.
- This job description is subject to annual review.