

PERSON SPECIFICATION
Sutton Crisis Café Crisis Support Worker

‘E’ denotes essential criteria which will be used in shortlisting, while ‘D’ denotes desirable qualities or factors.

1. KNOWLEDGE AND EXPERIENCE

- Experience of supporting and engaging positively with vulnerable adults (and stakeholders involved in their care) using a person-centred approach to form collaborative, warm and empathetic relationships leading to positive outcomes.. E
- Experience of confidently and effectively assessing risks and needs, as well as developing appropriate risk management plans. E
- Understanding of issues facing people in a mental health crisis, and experience of communicating effectively with people in a mental health crisis to finding safe and positive ways to ‘hold’ and de-escalate situations. E
- Strong grasp of equal opportunities, confidentiality, data protection, risk management and anti-discrimination practice E
- Knowledge of local mental health services D
- Experience of positively promoting organisation/service at external events, including delivering presentations and creating marketing material D
- Experience of working with BAME communities and young people D
- Knowledge of relevant legislation, eg Community Care, Mental health, Health and Safety and welfare benefits legislation D

2. EDUCATION

- 2.1 There are no specific educational or professional qualifications needed for this post. However, applicants must have a good level of literacy and be able to communicate with clients, professionals and carers.

3. SKILLS AND ABILITIES

- 3.1 Excellent listening skills E
- 3.2 Effective time management skills E
- 3.3 Working co-operatively as part of a team E
- 3.4 Dealing effectively and calmly with challenging situations as they arise E
- 3.5 Working independently and taking initiative E
- 3.6 Effectively using IT including case management systems, Microsoft 365 and equivalent E

- 3.7 Speaking and writing fluent English and explaining information face to face, over the 'phone and in writing and communicating effectively across cultural boundaries E
- 3.8 Effectively following SMHF policies and procedures
- 3.9 Positive and flexible attitude to work E

4. PHYSICAL REQUIREMENTS

- 4.1 Sufficiently healthy and physically able to carry out the duties in the job description. The premises has a lift to the first floor but some rooms are only accessible by a short flight of (3 or 4) stairs. E

5. OTHER

- 5.1 Be able and willing to work the hours required, as needed bearing in mind that this service operates 365 days a year, 7 days a week, in the evenings. E
- 5.2 Be able and willing to undertake all necessary training and supervision E