

Sutton Mental Health Foundation

Background to the Sutton Crisis Café service



Sutton Crisis Café is a new service offering out-of-hours support to people in mental health crisis as an alternative to attending A&E. It has two main aims; to benefit people experiencing a mild to moderate mental health crisis by providing a safe, non-clinical supportive environment for them to use, and to reduce demands upon hospital emergency departments and other mental health and emergency services by providing a safe alternative to those services.

Sutton is one of the few areas locally without any alternative crisis provision to A&E, although it has been something local people have been working towards for some time. Through consultation and co-production we have shown that there is widespread support for our Crisis Café model across all sectors, from people who use mental health services locally to carers, clinicians and commissioners.

The key objectives of the service are to:

- Provide a non-stigmatising, calm and safe environment
- Provide support to help people resolve their crisis
- Provide practical and emotional support to enable the person to better self-manage their distress, aid their recovery, and reduce dependency
- Ensure that support staff, peer supporters and volunteers are trained, supported and professional in their approach
- Operate as an alternative to Emergency Departments and other emergency services for people experiencing a mental health crisis that does not require medical intervention
- Link with wider services to ensure a joined-up partnership approach to the development of local services

The service will provide immediate, focused and time-limited emotional and practical support to people experiencing a mental health crisis that does not require clinical input. It will work with people experiencing a range of different distress, including psychosis. The support will consist of:

- identifying coping strategies and improving wellbeing
- information and signposting
- conversations, group conversations and activities
- limited follow-up

We expect to run the service in the evenings, Monday-Sunday. The service will be open every day of the year.

Our model is a partnership approach between voluntary and statutory sector professionals and trained Intentional Peer Support workers and volunteers. The needs and views of visitors to our service will be at the heart of all that we do.

The café will offer individual and group support, peer support and mindful activities. Those attending the café should feel heard, understood and listened to and have trust in those they have spoken with. People will have the opportunity to receive support from staff members on a 1:1 basis in a private room where personal information can be shared and discussed without being overheard by others. They will also have the opportunity to share the company of others in larger groups where they can talk or undertake quiet activities, such as board games.

The service will provide informal peer support and buddying so those attending the café can benefit from other people's knowledge and understanding of the emotional and practical challenges faced by people experiencing mental ill health.



Sutton Crisis Café Crisis Support Worker

Salary: £27,000 - £28,478 per annum pro rata

Hours: 20 hours per week (evenings and weekends, hours to be agreed)

Based at: 63 Downs Road, Belmont, SM2 5NR

Reporting to: Crisis Café Manager

Duration: Fixed term to 31st March 2022

This is a pilot project funded to 31st March 2022. If successful, this will lead to an extension of funding for the service for at least 2 years.

Summary

This is an exciting opportunity to join Sutton Mental Health Foundation as we build a brand new Crisis Café service. Working in the Crisis Café, your role will be to work with people experiencing a mild to moderate mental health crisis. You will make them feel safe and listened to, help them to navigate their crisis over a series of visits, working with them towards a resolution of the crisis.

Benefits

- Holiday – 28 days pro rata, rising to 33 days after 5 years' service
- Employee Assistance Program
- Workplace Pension Scheme
- Enhanced pay for working Christmas/New Year

Job Description

Service Delivery

- To listen to and support people to de-escalate their immediate situation empowering them to develop self-management techniques, build their assets and advocate for their own wishes.
- To assess the risks and needs of people using the crisis café service.
- To provide one-to-one support, information and guidance to help crisis café visitors to navigate through their crisis, using an empowering, person-centered approach.
- To work with Crisis Café visitors to promote mutuality and reciprocity, rather than dependency.
- To treat with confidentiality any personal, private or sensitive information shared regarding clients.
- Have an understanding of, and the ability and motivation to implement excellent Equality & Diversity practice

General Duties

- To complete all necessary training, including Intentional Peer Support training.
- To work effectively as part of a team with management staff and volunteers in the Crisis Café, communicating clearly to ensure relevant information is shared.
- To keep the needs and views of visitors to the Crisis Café to service at the centre of working practice.
- To take part in Team Meetings and engage in reflective supervision outside of the operational hours of the Crisis Café.
- To undertake accurate data collection, recording outcomes and user experience measures.
- To participate in the external evaluation of the service as required.
- To engage in an annual appraisal.
- To implement all necessary policies and procedures for the safe and effective running of the service.
- To operate in accordance with the ethos and values of SMHF and the Sutton Crisis Café service.

Health and Safety

- To work to ensure a healthy and safe environment for all employees, visitors, visiting

professionals and other visitors by ensuring service delivery is in line with SMHF's commitment to Health and safety and our organisational procedures and H&S Legislation.

Management of resources

- To work according to Crisis Café's budget and SMHF's financial policies and procedures.
- To make best use of SMHF's property, equipment and Information Technology at all times in the Crisis Café.

SAFEGUARDING: Sutton Mental Health Foundation is committed to safeguarding and promoting the welfare of adults, children and young people who are potentially at risk, and we therefore expect all staff and volunteers to do the same. We require all staff to undertake internal and external safeguarding training throughout their employment with SMHF.

An enhanced DBS check is required for this post.

This job description is subject to change depending on the needs of the service.