

Crisis Sanctuary Intervention Worker

Role description

Type of contract	12 Months – Fixed Term.
Team	Crisis Sanctuaries.
Reports to	Senior Service Manager.
Location	Chilwell, NG9 – On site working.
Salary	£12.75 per hour.
Hours	24 hrs per week.
Working Pattern	Monday -Sunday 5:30pm - 11:30pm working on a rota basis.
Checks needed	Enhanced DBS with Adult Barring + 2 satisfactory references.

About the role

About Nottinghamshire Mind:

Nottinghamshire Mind is a leading mental health charity, providing support and services to individuals experiencing mental health challenges. We are dedicated to improving the mental health and well-being of individuals across Nottinghamshire, with a focus on providing compassionate, accessible, and high-quality services that make a real difference in people's lives.

About the Service:

Within our Crisis Sanctuaries, we provide immediate, non-clinical, person-centred support for individuals experiencing emotional distress or facing a mental health crisis.

Operating out of hours and working in teams of three, our intervention workers deliver face-to-face, recovery-focused crisis support in safe and welcoming environments. This support helps people make informed choices and develop practical solutions to manage their current distress.

As part of the Crisis Sanctuary Service, non-face-to-face telephone support is also available.

Role Overview:

Our Intervention Workers provide compassionate, person-centred support to people in crisis within our sanctuary settings. Guided by our values, they work alongside individuals to reduce immediate distress, build on personal strengths, and develop coping strategies, while supporting access to appropriate local services for ongoing help.

At the heart of the role is active listening, offering empathy, respect, acceptance, and non-judgement, to ensure individuals feel heard, understood, and supported.

Key Responsibilities

- Work closely with individuals who are experiencing mental health issues and/or episodes of psychological/emotional distress.
- Be welcoming, offer support, information and guidance to people who use the Crisis Sanctuaries drop-in service.
- Assist individuals through appropriate person-centered interventions to be able to address and help with any mental health issues they are experiencing; helping them develop self-management recovery strategies.
- Signpost individuals to specialist local services, actively listening to their needs and suggest appropriate support.
- Where needed, draw up tailored safety plans with individuals to help them in taking steps to prevent crisis escalation and manage high distress.
- Where required, liaise with relevant on call Mental Health Teams.
- Ensuring accurate record keeping in line with requirements of the service.
- Liaise with colleagues to arrange and organise programme resources and activities.
- Work to ensure positive and professional working relationships with clients, colleagues and stakeholders.
- Ensure a good level of housekeeping within the Crisis Sanctuary, to ensure a safe, and welcoming environment.

General

- Work in a cross-organisational way with other teams within Nottinghamshire Mind to support organisational development and learning.
- Work in line with Nottinghamshire Mind policies, procedures, codes and guidance, including in relation to health & safety, confidentiality, safeguarding, data protection and equal opportunities.
- Actively promote the aims and principles of Nottinghamshire Mind and take part in any Nottinghamshire Mind activities as directed.
- Undertake other duties that may be necessary as directed by the Manager, that are compatible with nature and of the post.

Person specification

Essential criteria

Experience & Qualifications

1. Experience of working and following set procedures to enable a culture of safe practice.
2. An understanding of the importance of professional boundaries when working with vulnerable people.
3. Experience of working towards achieving individual and team objectives.
4. Experienced in using CRM / case management systems, alongside Office 365 packages.
5. Experience in mental health, social care, support work, or relevant lived experience is desirable. While such experience is valued, the ability to build positive, respectful relationships and connect with people in an empathetic and professional manner is essential.

Knowledge

1. Understands the confidential nature of our work, and safeguarding protocols.
2. Have an understanding of the challenges experienced by people with mental health difficulties.
3. Have knowledge of the local area, and support groups available, is desirable.

Abilities

1. Calm, empathetic, with the ability to work in a recovery orientated, person-centered, non-judgmental manner.
2. Confident in supporting people experiencing emotional distress or crisis.
3. Strong listening skills, with the ability to build rapport.
4. Resilient and able to manage challenging situations safely.
5. Team orientated, taking a collaborative approach to working.
6. Good time management skills, with the ability to manage workload effectively.
7. A confident and effective communicator - both verbal and in written form.
8. Adaptable in communicating face to face with people that attend our service, and on the phone.
9. Able to work in a challenging and changeable environment.

Desirable Skills and Qualifications

1. Relatable Mental Health, Level 2 / Level 3 Qualifications are desirable.
2. A passion for improving mental health services and making a positive impact on service users' lives.

Benefits

Working for Nottinghamshire Mind means being part of a team that genuinely cares - about the people we support and each other. We offer:

- Comprehensive training and ongoing development.
- Regular supervision and wellbeing support.
- Generous annual leave.
- Healthcare Cash Plan, giving you money off of everyday healthcare costs, such as dental, eye care, complementary therapies, counselling services and a 24hr advice line (following successful probation).
- A supportive, inclusive workplace culture.
- The chance to make a meaningful difference to the lives of individuals experiencing a mental health crisis.