# Job Specification

# Job Title: Breathing Space Support Worker

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**Salary:** £11.89 per hour/£12,983.88

**Hours of work:** 21 hours

**Contract type:** Permanent

**Reports to:** Breathing Space Service Manager

**Location:** Breathing Space

**About Bath Mind**

Bath Mind was established in 1998 by a group of local people with lived experience of mental ill health who wanted to provide information and activities for people in the community.  Since then, we have worked hard to develop what we do in response to local needs.

Many of our current staff have lived experience of facing mental health challenges; we have a greater understanding of the community that we support.

We are in contact with over 3,400 people annually to improve, prevent and maintain mental health and wellbeing.

While we are affiliated to national Mind, we receive no direct funding from them. We are a self – sustaining, independent locally run charity.

**About the Breathing Space Service**

Breathing Space is a safe, comfortable space for people to come to when they are in serious emotional distress. Providing a calm, supportive environment for people who need it.

Staff offer emotional support and focus on helping people to stay safe and look at a short-term plan for next steps for crisis prevention. We offer support to work towards recovery, resilience, and wellbeing. Breathing Space offers an alternative to admission to statutory services.

This service is open 365 evenings of the year, between 5pm and midnight.

**Overall Responsibilities**

To work withing the team to support the smooth running of Bath Mind’s evening safe space which offers a phone line and a face-to-face support in a calm, non-clinical environment supporting individuals experiencing, or at risk of, a mental health crisis.

To work within both the phone service (home based) and the face-to-face service (based in the centre of Bath) on a rota system.

Attend and complete training as required.

To attend team meetings, clinical supervisions, and other meetings when required.

**Communication Responsibilities**

To adopt a team approach and be a proactive team member

To be non-judgemental and empathetic

To adhere to the policy of confidentiality and sharing of information

To be non-discriminatory

To always promote positive perceptions of Bath Mind

To liaise with users of Bath Mind services as required

To maintain positive working relationships with other employees and volunteers of Bath Mind

To attend supervision, appraisals, and team meetings

To attend training and relevant courses for professional development

To communicate and update information with the manager regularly.

**Specific Responsibilities**

Assist with the preparation of the service each evening.

Attend daily briefing meetings.

Assist with the daily referrals to ensuring referral criteria is met.

Facilitate a welcoming and friendly environment.

Maintain appropriate records of attendees.

Liaise with service users, carers and relevant organisations to ensure high quality services are delivered consistently.

Provide robust assessment and data management of a person’s needs.

Work as a positive individual and part of a multidisciplinary team

Maintain an honest and caring approach.

Attend meetings as required and as appropriate for the role.

Establish good working relationships with volunteers.

Establish good working relationships with partner organisations.

Be actively involved in the promotion of the service.

Assist the development of systems for the smooth running of the service.

Participate in team meetings, appraisal, workforce development and supervision.

Take responsibility for own safety and to strictly always adhere to Bath Mind’s safety procedures.

Work within the Bath Mind governance framework and all policies and procedures

Undertake any other tasks and reasonable requests made by the managers.

**Benefits**

25 day’s holiday per year + Public and Bank Holidays (pro rata)

Workplace Pension Scheme

Sick pay

Employee Assistance Programme

Eligibility for charity discount via Blue Light Card

**Our Inclusive Recruitment Commitment**

Bath Mind is committed to encouraging equality, diversity, and inclusion (EDI) throughout our entire workforce. The aim is for our workforce to represent the diverse society we live in, and that our employees, volunteers, and clients feel respected and heard by Bath Mind.

We have active staff and volunteer networks for staff, volunteers, and EDI allies, and encourage new staff to ask questions and join if they are interested. Bath Mind is growing to fulfil our ongoing commitment in inclusion in the workplace. As an organisation that prioritises the mental health and wellbeing of all, we are determined to create meaningful and lasting equitable change across our charity.

# If you feel you are a great match for the job, but do not feel you meet all of the criteria we welcome you to submit an application.

**Lived experience**

Whilst we welcome lived experience and encourage our staff to look after their wellbeing, we are unable to recruit new employees who have used our services within the last 12 months in the best interests of staff and the people we support.

**Person Specification**

**Essential Criteria**

* Good knowledge of mental health issues
* Good administrative and record keeping skills.
* Ability to maintain professional boundaries and work effectively with others.
* Excellent interpersonal and listening skills.
* Self-confident and the ability to use initiative.
* Ability to use initiative.
* Flexible, self-motivated, and disciplined
* Able to use IT and database systems.
* Understand and have a commitment to the principles of equality and diversity.
* Excellent time management
* Ability to work as part of a team.

**Desirable Criteria**

* Previous experience of working in a mental health service and/or social care setting.