

Thurrock & Brentwood Mind
Job Description

Job Title:	Crisis Sanctuary Community Substance Misuse Worker
Salary:	£33,250 per annum + OLF
Location:	Thurrock/South West Essex, according to service need
Hours:	37.5 hours per week, permanent (flexibility according to operational needs of the service provision)
Annual Leave:	35 days inclusive of bank holidays
Line Management:	Crisis Sanctuary Manager
Accountable to:	Crisis Services Lead Deputy Chief Executive Officer Chief Executive Officer Board of Trustees
Summary:	As part of Mid and South Essex Urgent and Emergency Care pathway, there are 3 crisis sanctuaries; based in Thurrock, Mid Essex and Southend-on-Sea. We also have a Sanctuary Plus (Crisis House) in Basildon and an Admission Prevention and Early Discharge (APED) team, which all work collaboratively with the Substance Misuse Worker. Crisis Sanctuaries provide a timely and comprehensive response to people in crisis and prevent escalation of mental health problems and unnecessary referrals to secondary mental health services, A&E departments and other emergency and out-of-hours services. The Sanctuary located in Thurrock provides a safe place for individuals experiencing an emotional or mental health crisis. It offers practical and emotional support in a warm, welcoming and friendly environment, within the community and other locations within Thurrock, Brentwood, and Basildon (South West Essex). Crisis Calls operate from Monday to Sunday 10am-1am, alongside an outreach service during the day within the Sanctuary and community settings within South West Essex.
Job Purpose:	To provide non-clinical specialist substance misuse support within Crisis Services, delivering assessments, brief interventions, harm reduction, recovery planning and onward referrals for individuals experiencing substance misuse and co-occurring mental health difficulties. The post holder will work across the Crisis Sanctuary, Crisis House and community settings to promote recovery, reduce harm, improve wellbeing and prevent escalation of mental health crises through trauma-informed, person-centered and strength-based emotional and practical approaches, in a non-clinical setting.
Our Charity Values are at the heart of everything we do:	Respect - put people first Integrity - do the right thing Collaboration - stronger together Evolve - keep learning and adapt Responsible - own it and find creative solutions

Main Duties and Responsibilities

- To be a specialist resource within the team with regards to, co-occurring mental health and substance use needs and a point of contact for information to multi-agency partners.
- To contribute to the development of service protocols and policies in line with national guidance.
- To signpost service users to other services, which will meet their needs in accordance with the objectives in their wellbeing plan and to ensure appropriate liaison is maintained.
- Leading and being responsible for a specialist role within the team.
- Ensuring that all practice is evidence based and up to date with relevant national and local policy and legislation, reporting this back to management and team.
- Supporting and training staff in developing the skills and knowledge specific to their specialism, within substance misuse.
- Attending internal and external multi-disciplinary teams in their specialism.
- Holding a caseload of service users and being responsible for offering a range of interventions to that individual.
- Supporting service users to engage with substance misuse services and provide information about what they can expect from the groups, activities and services they are being connected to, e.g. needle exchange, harm reduction and prescribing clinics.
- Embracing the concept of recovery and demonstrating this in your work.
- Keeping up to date and accurate records and documentation on the database.
- Updating and the development of integrated pathways and protocols specific to the role in conjunction with the management team.
- Promote partnership work and develop and maintain effective, positive, and respectful working relationships with service users, carers, volunteers and professionals.
- To assist in the monitoring of the quality of the service and the evaluation of service outcomes.
- To provide training and mentoring to other staff to help the service develop and to support staff in their continuous professional development, in and around substance misuse.
- To share knowledge, expertise and appropriate/inappropriate language (terminology) in the area of substances and substance misuse
- To keep leaflets and promotional material up to date.
- Promote the role.
- To keep up to date with general health developments in the field of drug and mental health treatment particularly in their lead role.

Service Users

- To manage a caseload of service users, including people with complex needs and long-term conditions.
- To receive and process referrals from colleagues in the Crisis Sanctuary, Crisis House and APED team, NHS 111 Crisis 24/7 Team where appropriate.
- To effectively engage people using face to face and digital means and provide information in a way that service users can understand so that they can make informed choices about their recovery and the options available.
- Provide harm reduction advice, information and support with an emphasis on safer drug use, safer sex, HIV, Hepatitis A, B and C and other blood borne infections.
- To help service users identify the wider issues that impact on their health and wellbeing, such as substance use, debt, poor housing, being unemployed, loneliness and caring responsibilities.

- To carry out comprehensive assessments and work with service users, and multi-disciplinary colleagues where required, to co-produce personalised wellbeing and safety plans.
- To signpost service users and/ or facilitate referrals to community-based services and activities, including peer support, health, social, leisure, employment and training opportunities.
- To provide a range of brief intervention and motivational enhancement techniques.
- To create and facilitate group work interventions.
- To make home visits consistent with need (and risk assessment).
- To work with a range of professionals in ensuring service users' needs in terms of safeguarding and mental health are met.
- To establish that service users have been contacted by/engaged with community support (as per wellbeing plan) and review progress where possible, using the agreed outcome measurement tool, prior to discharging from caseload.
- To encourage service users, carers and other stakeholders' involvement in raising awareness, service design and evaluation.

Liaison

- To develop and sustain links with multi-disciplinary services including voluntary, community, statutory and non-statutory providers and to identify and develop opportunities to improve service user health and social outcomes.
- To develop a network of contacts with relevant agencies to promote service accessibility for the client group.
- To raise awareness of mental health and wellbeing and substance misuse and break down stigma and fear among members of the community through promotional events and networking/ engagement with other voluntary, community and social enterprise (VCSE) and statutory organisations.

Administration

- To keep up to date records and information for the purpose of internal and external evaluation.
- To provide information and statistics consistent with the requirements of the service.
- To collect and collate data/ information effectively for the purpose of audit, research and service performance and provide written reports and make presentations.

Training

- To contribute towards training others involved with the service user group.
- To provide mentoring support for new and/or inexperienced staff.
- To participate in regular supervision.
- To take part in annual appraisal and review.
- To demonstrate commitment to evidenced based practice and keep up to date with trends and changes in the drug field.

Systems and Equipment

- To contribute to the development of systems and interventions as and when required.
- To familiarise and use I.T. equipment as provided by the organisation and accurately record all required information.

Decisions and Judgements

- To make decisions based on effective communication and risk management.
- To seek management advice where appropriate.
- To identify training needs and utilise supervision effectively.

- To be aware of professional boundaries at all times.
- Role requires specialist knowledge and is not directly supervised.

Communication and Relationships

- To effectively communicate and work collaboratively with a range of people including service users, carers, colleagues, external partners/providers to ensure the service users' needs are met.
- To work within and promote an integrated drug and alcohol and mental health recovery service.
- To present a positive image of Thurrock & Brentwood Mind.

Standard Clauses

- To work in accordance with Thurrock and Brentwood Mind's Aims and Objectives.
- To contribute to the development of best practice with the service.
- To undertake training as necessary to promote the development of skills and knowledge.
- To receive supervision, appraisal and to attend regular staff meetings.
- To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services.
- To promote awareness of and commitment to the Organisation's Equality and Diversity Policy in relation to employment and service delivery.
- To ensure compliance with Southend, Essex and Thurrock (SET) Safeguarding guidance and procedures.
- To ensure full compliance with the Health & Safety at Work Act 1974, the Organisation's Health and Safety Policy, delegated responsibilities, and all locally agreed safe methods of work.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with Data Protection 2018, UK GDPR and Physical and Environmental Security and Confidentiality Policies.
- Actively support and promote Thurrock and Brentwood Mind's fundraising activities as part of day to day activities.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.

Equal Opportunities: The post comes under the terms of Mind's Equal Opportunities Policy.

Thurrock and Brentwood Mind
Person Specification
Crisis Sanctuary Community Substance Misuse Worker

	Essential	Desirable
Education/ Qualifications	Good written/verbal, numeracy and digital skills, supported by relevant education or equivalent experience Recognised qualification in Substance Misuse (and/or qualified by demonstrated equivalent experience)	Recognised Level 4/5 in Health and/or Social Care, Counselling or equivalent qualification
Experience	Significant, demonstrable experience of working with drug and alcohol users/supporting individuals with complex needs, including mental health issues. Experience of working in partnership with statutory and voluntary agencies/ local drug and alcohol treatment pathways, to support people in their recovery Experience of contributing specialist knowledge of substance misuse towards staff training and mentoring Using a person-centred, strength-based approach Managing a complex caseload Risk assessment and management	Experience in community or outreach settings
Skills, Abilities & Knowledge	Knowledge of substance misuse, addiction, recovery, and harm reduction approaches. Understanding of the impact of drug and alcohol use on individuals, families, and communities. Knowledge of mental health issues and the relationship between substance misuse and mental health. Understanding of safeguarding principles and procedures for adults and children Understanding of risk assessment and risk management processes.	Knowledge of trauma-informed practice. Understanding of housing, homelessness, criminal justice, and social welfare issues affecting service users. Knowledge of current legislation, including the Care

	Ability to work on own initiative, and effectively in collaboration both within and outside the organisation Excellent verbal and written communication and interpersonal skills, with the ability to work with people in ways that are clear, considerate and understandable Proficient IT literacy skills using a range current and relevant packages and proficiency communicating via digital means i.e. telephone, email, MS Teams etc. Ability to keep accurate case notes, collect and interpret statistical data, generate reports/monitor service targets Effective administrative, organisational, prioritisation and problem-solving skills Ability to maintain appropriate professional boundaries, including an understanding of the principles of confidentiality/data protection Resilience and ability to work honestly, sensitively and patiently with people who are distressed and/or may be unwilling to engage with services Knowledge of blood borne viruses and sexual health	Act, Mental Health Act and Equality and Diversity Principles
Other Requirements	Commitment to 'living our values' in everyday work (see above) <u>Must have</u> a valid driving licence/use of own vehicle for business purposes, and willingness/ability to travel within South West Essex, as required by service Flexibility to meet the needs of the service Commitment to openness, honesty inclusiveness and personal integrity when dealing with others	

	Commitment to reducing health inequalities and proactively working to reach people from all communities Enthusiastic and motivational, with a strong 'can do' attitude Self-awareness and understanding of own strengths and limitations and impact of personal style and approach on others Compassionate, caring, trustworthy, reliable and passionate about mental health	
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Job Holder	Signature
	Date
Manager	Signature
	Date