

Safespace Project Worker: Person Specification

KNOWLEDGE

What is required?	Why is this required?	Essential or Desirable?
<p>Understanding of different approaches for supporting individuals in crisis, including trauma informed approaches and best practice on suicide prevention and self-harm/ self-injury.</p>	<p>The complex needs people can have when they contact Safespace require creative and flexible thinking to ensure we respond responsibly and professionally in the best way to support and keep them safe in their individual circumstances.</p>	<p>Essential</p>
<p>Understanding of the range of and prevalence of mental distress and of factors which can affect emotional health and wellbeing, including discrimination and stigma</p>	<p>There can be many, varied reasons for which people may contact Safespace. We need to be able to explore and understand the factors that may have led to levels of distress so that we can support people to address them.</p> <p>Safespace is available to everyone in Calderdale aged 16+. We must strive to ensure that everyone feels able to access Safespace when they need to.</p>	<p>Essential</p>
<p>Knowledge of statutory and community support providers available locally, regionally and nationally</p>	<p>To be able to signpost people contacting Safespace to appropriate support services.</p> <p>Safespace is connected with other agencies in the health and social care system. Maintaining positive relationships with other agencies is important to ensure safe and effective cross-agency working according to people’s needs.</p> <p>Working in the voluntary sector comes with particular qualities and inherent pressures – understanding this will be an advantage.</p>	<p>Essential</p>
<p>Knowledge, understanding and practical application of safeguarding for children and adults</p>	<p>Safespace has a duty of care to ensure that people contacting the service, including members of their household, are protected from harm. Safeguarding is a frequent and prominent issue in the support work Safespace delivers.</p>	<p>Essential</p>

EXPERIENCE

What is required?	Why is this required?	Essential or Desirable?
Support work with individuals experiencing emotional distress, including people in crisis, people who self-injure/self-harm, and people who experience suicidal thoughts and feelings.	Safespace is a busy service at the frontline of crisis support in Calderdale. It is essential that the staff team has the necessary skill and experience to deliver support safely and effectively – this includes understanding the nature of this type of work and having the necessary personal and professional resilience to support people in distress.	Essential
Working collaboratively and productively within a multi-faceted organisation delivering a variety of services	<p>Safespace operates within the health and social care “system”, including other Healthy Minds services and services in the statutory and voluntary sectors.</p> <p>Supported by the Service Managers, you will need to maintain professional and mutually respectful relationships with relevant agencies to ensure there are good inward and outward pathways that meet the needs of the service and the people we support.</p>	Essential
Personal experience of overcoming adversity, e.g. emotional distress	Healthy Minds is a user led organisation and we value the lived experience of our service users, volunteers and staff.	Desirable

SKILLS

What is required?	Why is this required?	Essential or Desirable?
Excellent organisational skills, with the ability to work on own initiative and manage and prioritise your own workload within a team context.	<p>Safespace is a busy service, delivered on two shifts (daytime & evening) over 7 days by staff on a rota system. You will need to coordinate appointments with colleagues and be prepared to respond quickly to changing priorities (e.g. safeguarding actions) during the shift, allowing time for required administrative tasks and debriefs.</p> <p>Mutual support within the Safespace team is an important aspect of this work.</p>	Essential
Strong interpersonal and communication skills	<p>Safespace delivers support face-to-face, by telephone and by text / email. You will need to establish rapport quickly with people in distress, who may express themselves across a range of emotions and behaviours. You will need to ensure people feel welcomed and supported and have as positive an experience as possible.</p> <p>You need to be able to communicate with people from varied backgrounds and in different settings, including working with other agencies and professionals.</p>	Essential
Computer literacy and skills	<p>You need to be confident in practical application of common ICT packages e.g., Microsoft office, email, data collection systems. You will be required to maintain contact records and collect and input data, using internal data collection systems (there will be training provided).</p>	Essential
Ability to manage stress and work under pressure	<p>You need to have good self-care strategies and emotional intelligence.</p> <p>Safespace supports people experiencing emotional distress, crisis and trauma. The team can be confronted with issues that are upsetting and emotionally demanding. There are pressures which are inherent to the voluntary sector and can add to the challenges of an 'in demand' service.</p>	Essential

Ability and flexibility to help people identify support needs and explore available options

Safespace staff will encounter a wide range of issues and will need to work with people to help find ways forward. There won't always be easy answers and workers will sometimes need to be creative in how they support people, respecting each individual's needs, choices and control.

Essential

VALUES & ATTITUDES

What is required?	Why is this required?	Essential or Desirable?
<p>Commitment to Healthy Minds' values:</p> <ul style="list-style-type: none"> • We are a local home-grown organisation, connected across Calderdale and committed to its communities. • We aim to build trust by being honest, demonstrating that we are a safe organisation. • Our process is focussed on empowering people to recognise the choices they can make over their own lives. • We are non-judgemental and respectful of people's diverse experiences and strive to be as inclusive and accessible as possible. • We have the strength of understanding that comes from being led by lived experience, enabling us to listen, relate, and meet people as equals. 	<p>Healthy Minds is a values-based organisation. We expect all staff and volunteers to share our values and demonstrate this in their actions.</p>	<p>Essential</p>
<p>A positive and creative mindset to identify and develop solutions to overcome problems</p>	<p>Safespace has a large staff team that includes regular and sessional staff as well as volunteers.</p> <p>You are expected to have the commitment, ability and desire to work in harmony with colleagues, seeking positive outcomes & solutions and taking responsibility for both your own actions and those of your team.</p>	<p>Essential</p>
<p>Commitment to continuous personal development, learning and reflective practice</p>	<p>Although Safespace staff are expected to have a level of knowledge, experience and skill already, you are also expected to have the interest and willingness to engage with training opportunities (formal and informal), and to share knowledge and expertise within the team and more widely in the organisation.</p>	<p>Essential</p>

<p>Commitment to equality and anti-discriminatory practice</p>	<p>Safespace is available to everyone in Calderdale aged 16+. We must strive to ensure that everyone feels able to access Safespace when they need to. This involves a non-judgemental approach, ensuring inclusive practice that seeks to remove barriers to access and accepting that every person has different experiences, backgrounds and needs.</p>	<p>Essential</p>
<p>Flexible working</p>	<p>As Safespace is a 7-day service, you will need to be willing and able to work flexible hours, including evenings and weekends as agreed.</p>	<p>Essential</p>
<p>Ability to travel</p>	<p>Safespace is delivered from our Halifax premises and in community locations across Calderdale. You may be required to travel to other venues for Safespace delivery and meetings.</p> <p>You will need to have insurance cover for business use if you use your car for work.</p>	<p>Essential</p>