



JOB DESCRIPTION

WELL-BEAN CAFÉ KIRKLEES SUPPORT WORKER

Grade:	NJC Scale Points 12 – 17, starting at £22,571 pa / pro rata
Hours of work:	24.5 hours per week
Responsible to:	Well-bean Café Kirklees Manager
Place of work:	Sites across Kirklees
Employing body:	Touchstone Board of Trustees

This role is fixed term up to May 2024, with the possibility of extension

Bank hours are also available in Kirklees, Wakefield & Leeds.

The posts will involve regular work (including bank holidays) in the evening and at night usually between the hours of 5pm & 1am.

BACKGROUND TO SERVICE

The aim of the Well-bean Cafe is to divert people, who would be better supported elsewhere, away from Accident and Emergency (A&E) and other crisis services.

The Well-bean cafe is open 7 evenings a week between the hours of **6pm – 12am**.

There will be additional hours for administration, training and supervision.

The Well-bean Cafe provides a non-clinical setting to support up to 12 individuals at a time to access support.

PURPOSE OF THE JOB

- To work as part of a team providing the day-to-day delivery of the Well-bean Cafe, including 1:1 support for service users via telephone and face-to-face.
- To work closely with partners in other agencies, including A&E, SWYPFT, crisis and emergency teams and other voluntary sector organisations.
- To enable volunteers to effectively support the delivery of the Café.

ONGOING DELIVERY

1. To provide support to individuals who are experiencing crisis and acute distress, including one to one support, support planning and liaison with local services.
2. To support volunteers so that they can effectively contribute to service delivery.
3. To fully involve service users in service development and delivery.

4. To provide a culturally sensitive and accessible service.
5. To establish respectful, sensitive, professional relationships with service users, demonstrating awareness of the issues faced and needs of the client groups and recognizing the assets and strengths of individuals.
6. To build appropriate relationships with service users, many of whom will have labels, with complex needs. risk-taking activity, deliberate self-injury and resistance to support and intervention.
7. To work with people in acute states of distress and who may use a variety of coping mechanisms. This involves working with people who use substances and people who self-harm.
8. To effectively monitor the service, accurately recording information and data.
9. To ensure risk, safety and safeguarding concerns and capacity issues are dealt with appropriately, acted upon, recorded, and communicated to the Crisis Café Team Manager and relevant statutory authorities.
10. To refer service users on to other services where appropriate. This may involve other crisis and/or emergency services.

GENERAL

1. To work at all times as part of a team. This includes working with other staff, attending team and staff meetings and developing a teamwork approach to all aspects of the organisation's work.
2. To maintain records as required by the Crisis Café Team Manager and in line with Touchstone policies and procedures
3. To be inducted, supervised, performance monitored and appraised in line with the organisation's performance management policies and procedures.
4. To be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills, and awareness.
5. To be responsible for promoting the work and services of Touchstone to the public, potential service users, referrers, and funders.
6. To implement the organisation's policies, procedures, and practices and, to comply with the aims of Touchstone at all times; to be committed to and implement Touchstone's Equal Opportunities Policy and to promote this with staff.
7. To be aware of and employ the general practices of Touchstone's Safeguarding and Health and Safety policies and ensure these are adhered to at all times.

8. To ensure information is dealt with in accordance with Touchstone's policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. service user data.
9. To ensure that Data Protection, Health & Safety, Complaints Handling and Corporate Governance requirements are met.
10. To undertake any other duties as directed by management in accordance with the responsibilities of this post.

December 2021