**Job Description for Suicide Prevention Support Worker**

**Job Title**: Suicide Prevention Support Worker

**Location:** Harrow Lodge House

**Accountable to:** The Management Committee of Havering Mind through the Chief Executive

**Responsible to:** Operations Manager / Service Coordinator

**Salary:** £29,120 pa pro rata

**Hours:** 28 hours per week

**Base:**  Harrow Lodge House, Hornchurch with occasional working from home

**Liaise with:** Mind in Havering, Barking and Dagenham (HBD) staff and volunteers, Mind in Tower Hamlets, Newham and Redbridge (THNR) and Mind in City and Hackney, Waltham Forest (CHWF) and statutory agencies; voluntary sector organisations, Havering Mind clients, carers and members of the public

**Main tasks of job:**

Our Suicide Prevention Hub, Safe Connections, responds to the needs of communities across the North East London boroughs. The service offers information, guidance and help for people at risk or experiencing suicidal thoughts. It provides ‘warm transfers’ and navigation to the right service at the right time. The Suicide Prevention Hub is linked to local crisis services, community providers and statutory providers.

This project is part of Mind in North East London, which is a mental health collaboration between Mind HBD, Mind THNR and Mind in CHWF. We are independent organisations affiliated to National Mind, an organisation with which we share common values and principles and meet quality standards. We aim to support people affected by mental ill health through the provision of a range of community-based services across these North East London Boroughs.

**Duties and responsibilities**

1. To provide time bound support to people contemplating suicide.
2. To receive calls from local people and support the person in that moment, exploring local services to enable them to access on-going support, and link them to providers such as counselling, bereavement services, mental health support, postvention therapy groups.
3. To work with the Service Coordinator (Mind THNR) and staff to achieve agreed KPIs for the service and individually.

**Key Roles**

1. To support people experiencing thoughts of suicide, requiring practical and emotional help, in a welcoming, supportive and safe manner.
2. To have the skills to recognise risk, approach safeguarding issues, stepping up where required.
3. To ensure Safeguarding concerns are responded to appropriately in line with Safeguarding Policies.
4. To address immediate presenting issues and navigate to the right service at the right time.
5. To be responsible for developing the resource knowledge for your area and build the warm transfer rapport with local services.
6. Keep up to date with best practice and contribute to the continuous improvement of the service, and assist in monitoring the quality of the service and the outcomes achieved.
7. To prevent the escalation of the mental health crisis and thereby reduce A&E attendance and avoid hospital admissions.

**Responsibilities**

1. To support people with a positive and hopeful approach and in line with the CHIME principles (Connectedness, Hope and optimism about the future, Identity, Meaning in life and Empowerment).
2. Support clients to identify their networks of support and strengths
3. Offer advice, information and signposting - offering wider opportunities for clients to connect and reach their goals
4. To share any concerns with the Suicide Prevention Hub Service Coordinator, and participate in training, support and supervision.
5. Work in a way that acknowledges the personal, social, cultural and spiritual strengths and needs of the individual.
6. Ensure that sensitive or personal information is not disclosed to or discussed with inappropriate persons and client information maintained within the Data Protection Act and GDPR guidelines.
7. To follow approved policies and procedures.
8. In collaboration with co-workers and Service Co-ordinator, to market and promote the service across the NEL region, in order to reach more people.

**Interpersonal skills**

1. To exhibit professional boundaries and communicate appropriately and effectively with service users who may sometimes be in distress.
2. To recognise the need for self-care and resilience, and demonstrate the ability to use support structures.
3. Demonstrate effective teamwork with other Suicide Prevention Hub colleagues, and to work supportively with other co-workers.
4. To recognise, challenge and be responsive to stigma and discrimination of all kinds.
5. To represent the organisation in a professional and appropriate manner at all times.
6. To work creatively, looking at new possibilities, bringing new ideas to the team and respond appropriately to the needs and views of both current and potential service users.

**General**

1. Liaise with outside agencies and members of the public
2. Maintain statistics as required for monitoring purposes
3. Comply with Health and Safety regulations
4. Comply with Safeguarding guidance
5. Comply with Mind’s equal opportunities policy
6. Undertake any such other duties that are agreed between post holder and committee

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Job Description approved by: Date: February 2024