



JOB DESCRIPTION

Job Title:	Safe Haven Practitioner
Department:	Safe Haven (Basingstoke and Mid Hampshire)
Reporting to:	Basingstoke Safe Haven Team Leaders and Safe Haven Manager
Date Created:	May 2021
Direct Reports:	None

Job Summary

The purpose of this post is to deliver Andover Mind's Safe Haven operation in Basingstoke to those who experience mental health crisis, covering the area of Andover and Basingstoke. To be a key member of staff delivering the Safe Haven Service, taking part in a staff rota covering 7 evenings per week.

Key Responsibilities and duties

Lead Role Responsibilities

Working as an effective member of the team.

Take responsibility for carrying out assessments of service users attending in order to identify risks and individual needs using person centred care and the strength based approach.

Ensuring service user involvement and a person centred approach are embedded within own working practices.

Being a member of the Rota e.g. on shifts.

Providing a person centred and recovery orientated approach in all aspects of the roles and responsibilities.

Considering each person as an individual.

Participating in open two-way dialogue during Supervision meetings agreeing own task and reviewing these and overall performance against the competency framework.

Listening to service users and encouraging positive steps towards management of crisis and recovery.

Providing advice, information, practical and emotional support to service users, regarding their support.



Developing, alongside service users, flexible and realistic crisis support packages/ person centred plans within agreed guidelines.

Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action, while liaising with relevant agencies e.g. AMHT, Emergency Duty Teams, CMHTS, etc.

Engaging with service users to show empathy, inspire hope and promote recovery.

Establishing supportive, empowering and respectful relationships with service users.

Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements.

Ensuring all risk assessments, crisis support plans and exit plans are completed as appropriate.

Provide education and raise awareness to help service users manage factors that affect their mental wellbeing.

Liaise with the Well-Being centre staff around forward referrals from the Safehaven.

Support the Safe Haven Manager in the development of a signposting and resource directory for the Safehaven.

Service Delivery Responsibilities

Work with the team in maintaining Andover Mind's quality assurance standard (MQM).

Work to the Safe Haven operational policy and any associated documents.

Promoting people's rights and responsibilities.

Make appropriate referrals to Andover Mind or partner agencies.

Ensure there are good quality information resources available.

Ensure that you are up to date with current mental health care practices.

Attend and participate in team meetings, supervisions, and appraisals as required by your line manager.

Keep clear records and plans of all contacts with clients, professionals and meetings with external agencies in accordance with the requirements of Andover Mind and funders via Charity Log.

Work flexibly to cover colleagues' annual leave or sickness absence.

Contributing to the co-development of the service by supporting service users, involvement in the review of the service delivery.

Proactively contributing to the continuous development of the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working.

Health and safety/ Risk Management and Safeguarding

Promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.

Comply with all health and safety regulations when carrying out duties.

Ensure that accidents and incidents are recorded in the accident book ensuring the correct procedures are followed for reporting and monitoring purposes.

Ensure a smooth pathway into secondary care mental health services to include liaison with Southern Health personnel where level of risk is identified.

Comply and implement Safeguarding procedures where concerns are present and that all concerns are reported in accordance with HSAB (Hampshire Safeguarding Adults Board) and Andover Mind's reporting procedures.

Comply with all health and safety regulations when carrying out duties and to ensure that other staff and patients follow these procedures at all times.

Ensure that accidents and incidents are recorded in a venue's accident book and that the correct procedures are followed for reporting and monitoring.

General

To ensure compliance with legal, ethical, regulatory and social requirements.

Maintain your own continuing professional development, keeping up to date with developments around Mental Health and Well-Being.

At all times to carry out every aspect of your duties with due regard to Andover Mind's policies and procedures including the Equalities Statement.

Ensure Andover Mind's values are embedded in the service.

Maintain a professional level of communication at all times.

Maintain full accountability to the project through supervision.

Undertake other duties as may be reasonably determined by line management, the Director of Well-being services or the CEO.

All employees have a duty and responsibility for their own health and safety and the health and safety of colleagues and service users



All employees have a responsibility and a legal obligation to ensure that information processed for both service users and staff is kept accurate, confidential, secure and in line with General Data Protection Regulations (GDPR)

This job description covers the current range of duties and will be reviewed after six months in post. It is Andover Mind's aim to reach agreement on changes, but if agreement is not possible, Andover Mind reserves the right to change this job description.