

**ANDOVER MIND**  
**SAFE HAVEN PRACTITIONER -**  
**PERSON SPECIFICATION**

**ESSENTIAL CRITERIA**

We believe that the following requirements are fundamental to the role:

**Education and Experience**

- Educated to GCSE grade C or above (or equivalent) in Maths and English
- Excellent written and verbal communication skills
- Experience in the use of IT, including e-mail and internet
- Ability to demonstrate knowledge of signposting agencies
- Experience of working with vulnerable adults and Young People (18+) in a health or social care setting
- Experience of writing case notes, reports and referrals
- Self-motivated and able to work independently and also as part of a team
- Excellent time management skills
- Awareness of issues in mental health service provision
- Experience of working with vulnerable individuals

**Knowledge and Skills**

- A good understanding of mental health conditions
- Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing
- Understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults
- Creative and flexible approach to working with individuals
- Ability to deal with stressful and difficult situations in a calm manner
- Ability to prioritise and manage workload
- Ability to involve service users and carers in all aspects of work

**DESIRABLE CRITERIA**

We are looking for candidates who fill some but not necessarily all of these requirements:

**Education and Experience**

- A relevant counselling, social work or mental health nursing qualification
- Proven experience of the assessment, allocation and referral process in health care setting
- Experience of using CRM systems
- Good communication skills
- Has worked with service users in the planning and delivery of their care
- Has worked with people in crisis
- Experience of working in a multi-disciplinary team and with other agencies

### **Knowledge and Skills**

- Understanding of the Recovery model in mental health
- Understanding of the principles of trauma informed care
- Knowledge or experience in the voluntary sector
- Knowledge or experience of a Safehaven service

### **JOB DEMANDS**

- The ability to maintain boundaries and confidentiality in line with the organisation's code of conduct
- Flexible working to meet the needs of the role
- The ability to identify risk and crisis and manage the situation
- Demonstrate a commitment to and understanding of equal opportunities
- To set an example of non-discriminatory behaviour and work practices
- Willingness to undertake developmental training in mental health including CPD qualifications
- Commitment to attend training, departmental and supervision meetings
- Basic health and safety awareness.
- Ability to act calmly in emergencies and to respond in a professional manner to stressful and challenging behaviour