

**Creative Support Ltd, Head Office**

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Relief Crisis Intervention Worker

Reference: 86554

Birmingham Crisis Café, Talking Space - Northfield

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing Date: 11 September 2025

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully



Relief Crisis Intervention Worker

Hours: Zero hours, relief basis

Responsible to: Service Manager

The Role

The Crisis Café, Talking Space has been set up to provide a safe place for people experiencing mental health or other social crises, in order to meet their needs and begin their recovery. This space will alleviate the demand on A&E departments offering a more suitable environment to de-escalate and recuperate. This unique role means you will be working closely with individuals who are experiencing episodes of psychological or emotional distress.

The main purpose of the role is to assist individuals through appropriate person centred interventions to be able to de-escalate their immediate crisis experience. Listening to individuals in a crisis will be a key aspect of your role and involves focusing, observing, understanding and responding with empathy, genuineness, respect, acceptance, non-judgment and sensitivity. Relevant specialist training will be offered in topics such as Suicide Prevention and Psychologically Informed Environments.

The Talking Space will operate out of our Northfield Hub, Thursday to Sunday from 6pm-11pm. A willingness to work flexibly according to the needs of the service is essential.

Main Responsibilities

- To support service users to create flexible and realistic crisis safety plans, offering guidance, reassurance and signposting to further services if and when they need them.
- To demonstrate understanding and empathy for service users; supporting individuals in a person-centred manner.
- To work in solution focussed manner in relation to problem solving and actively support the introduction of crisis intervention approaches.
- To research and maintain a good knowledge of the support available across the city from partner agencies, understanding how these may enhance individual's wellbeing and recovery; making referrals as appropriate.
- To work as part of a team of Crisis Intervention workers within the Talking Space environment, to demonstrate a good ability to work as part of a team, and have excellent interpersonal communication skills and abilities.
- To demonstrate the ability to deal effectively and calmly with challenging situations. To use motivational and intervention techniques to support service users to de-escalate crisis and achieve successful outcomes.
- To process new referrals to the Talking Space, carry out initial assessments and maintain accurate records as required.
- To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.

- To help people develop self-management coping strategies and to increase knowledge of local resources, signposting or making referrals as required.
- To ensure that accurate electronic records are kept. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.
- To respond quickly and appropriately to any safeguarding concerns in accordance with legal requirements and Creative Support's policies and procedures.
- To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff and relevant agencies.
- To provide activities on site that are engaging and of interest to those attending the Talking Space.
- To offer light refreshments and create a relaxed atmosphere.
- To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- To accept regular support and supervision from your Line Manager.
- To carry out all work in a manner consistent with the aims of the service and the service principles adopted by Creative Support.
- To comply with legislation and Creative Support's Equal Opportunities Policy.
- To maintain confidentiality at all times, in accordance with both legislation and Creative Support's policies and procedures.
- To identify personal training needs in discussion with your Line Manager and to attend training events and courses as required.
- To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- Any other reasonable duties as required.

PERSON SPECIFICATION – Relief Crisis Intervention Worker**Birmingham Crisis Café, Talking Space**

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	A minimum of 12 months experience of supporting individuals with mental health needs	Application	Essential
2	Ability to provide sympathetic, emotional and practical support to service users	Application /Interview	Essential
3	A common sense approach to problem solving and an ability to deal with conflict and distress	Interview	Essential
4	Ability to prioritise your own workload and manage time effectively	Interview	Essential
5	Ability to communicate effectively and clearly with service users/customers/staff and partner agencies both verbally and in writing	Interview	Essential
6	Good ICT skills with an ability to contribute to a record keeping system	Application /Interview	Essential
7	Ability to work as part of a team	Interview	Essential
8	Extensive knowledge of the local community you are working within	Interview	Essential
9	Ability to work without direct supervision with service users	Application /Interview	Essential
10	Possession of a current First Aid Certificate – Although full Training will be given	Application	Desirable
11	Understanding of Equal Opportunities legislation and policies adopted by Creative Support	Interview	Essential
12	Willingness to attend training and engage in continuous professional development	Interview	Essential
13	Willingness to work flexible hours according to needs of service users	Interview	Essential
14	Willing to participate in regular supervision with line manager	Interview	Essential
15	To have a clean driving license and access to a car	Application	Desirable

TERMS AND CONDITIONS – Relief Crisis Intervention Worker
Birmingham Crisis Café, Talking Space

Pay Structure:

£12.30 per hour plus accrued holiday credit

Hours of Work:

As required

Probationary Period:

The first four months will constitute a probationary period.

Holidays:

You will receive paid holiday hours in respect of holidays which have been accrued. Payments will be calculated as an average, using hours worked over the preceding 12 week period up to a maximum of 180 hours (24 days) per holiday year. Holiday pay is not automatically given and these must be requested.

Sickness Policy:

You will not be entitled to company sick pay.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.

DBS Checks:

Employment will be subject to enhanced Disclosure and Barring Service check

Sona App:

It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts.

Networks:

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.