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**Crisis Intervention Coordinator**

**Reference: 89535**

**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: 05 March 2026**

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,

**Recruitment Department**

**All employees are subject to enhanced DBS checks.**



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## **JOB DESCRIPTION – CRISIS INTERVENTION COORDINATOR**

### **Birmingham Crisis Café, Talking Space – Northfield**

**Hours:** 24 hours per week. To be worked Thursday to Sunday, 17:30-23:30

**Accountable To:** Service Manager

#### **The Role:**

To assist individuals experiencing episodes of psychological or emotional distress; this will be performed 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.

#### **Main Duties**

##### **Support of Service Users:**

- 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 appointments 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 offer light refreshments and create a relaxed atmosphere.

**Management and Administration:**

- To devise staffing rotas in accordance with agreed requirements and the needs of the service. To be pro-active and resourceful in addressing any gaps in service provision.
- To assist with leading daily handover meetings at the start of every shift, ensuring all referrals are discussed and fairly allocated as well as discussing operational concerns and ensuring that staff are well briefed regarding all matters relating to policy, practice and requirements.
- To actively promote the service to external referrers and partner agencies, building a positive reputation and strong working relationships to ensure the service is fully utilised.
- Establish and maintain positive working relationships with local professionals and services.
- To maximise the utilisation of volunteers and peer roles within the service through ongoing volunteer recruitment and delivery of an effective programme of support. To induct, train and supervise volunteers, ensuring they are embedded and valued across the service.
- To ensure that staff maintain up-to-date electronic records and individual case files in the appropriate format and that all meetings are recorded. To ensure that records are completed to a high standard and that confidentiality and data protection is observed at all times.
- To participate in recruitment and selection of staff alongside the Service Manager
- To take appropriate action in the event of unforeseen emergencies or incidents, ensuring that the Service Manager, OOH duty team and external agencies are informed promptly.
- To ensure high standards of health and safety by ensuring that staff comply with all safety policies and requirements. To ensure the physical environment is maintained in a safe, clean and tidy manner

## General Duties

- 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 – CRISIS INTERVENTION COORDINATOR**

**Birmingham Crisis Café, Talking Space – Northfield**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential or Desirable?</b>
<b>1</b>	A confident, credible and professional practitioner with at least 2 years relevant experience of supporting adults with mental health or other additional needs	Application	Essential
<b>2</b>	Experience of managing or directly supervising staff or volunteers	Application & Interview	Desirable
<b>3</b>	Ability to support the effective delivery of the contract and to ensure that expected service outputs and outcomes are met	Application & Interview	Essential
<b>4</b>	Ability to provide sympathetic, emotional and practical support to service users	Application /Interview	Essential
<b>5</b>	A common-sense approach to problem solving and an ability to deal with conflict and distress	Interview	Essential
<b>6</b>	Ability to prioritise your own workload and manage time effectively	Interview	Essential
<b>7</b>	Ability to communicate effectively and clearly with service users/customers/staff and partner agencies both verbally and in writing	Interview	Essential
<b>8</b>	Good ICT skills with an ability to contribute to a record keeping system	Application /Interview	Essential
<b>9</b>	Ability to work as part of a team	Interview	Essential
<b>10</b>	Extensive knowledge of the local community you are working within	Interview	Essential
<b>11</b>	Ability to work without direct supervision with service users	Application /Interview	Essential
<b>12</b>	Possession of a current First Aid Certificate – Although full Training will be given	Application	Desirable
<b>13</b>	Understanding of Equal Opportunities legislation and policies adopted by Creative Support	Interview	Essential
<b>14</b>	Willingness to attend training and engage in continuous professional development	Interview	Essential
<b>15</b>	Willingness to work flexible hours according to needs of service users	Interview	Essential
<b>16</b>	Willing to participate in regular supervision with line manager	Interview	Essential
<b>17</b>	To have a clean driving licence and access to a car	Application	Desirable



**TERMS AND CONDITIONS – CRISIS INTERVENTION COORDINATOR**  
**Birmingham Crisis Café, Talking Space – Northfield**

**Pay Structure:**

**Point 1: £13.60 per hour**

**Point 2: £13.70 per hour**

**Please Note:** *Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month.*

**Hours of Work:**

24 hours per week. To be worked Thursday to Sunday, 17:00-23:00.

**Sleep Ins:**

Where there is a requirement for staff to sleep-over on the premises a sleep-over payment is made for each shift. This may vary according to the needs of the service.

**Holidays:**

20 days plus 8 statutory days pro rata.

**Part Time Work:**

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

**Bank Holidays:**

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

**Care Certificate and Level 2/3 Health & Social Care Diploma:**

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

**Birthday Holiday Bonus:**

All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period, you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

**Disclosure Checks:**

All appointments will be subject to DBS enhanced disclosure & ISA checks.

**Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

**Probationary Bonus:**

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period, you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

**Sickness Policy:**

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows: -

- Creative Support do not pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty-four months service - Up to a maximum of four weeks at full pay.
- Twenty-four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

**Pension:**

Creative Support operates an auto-enrolment pension scheme with the People’s Pension.

**Life Assurance:**

Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time on reasonable notice to you.

**Discretionary Benefits:**

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer’s leave up to 5 days per annum

**Employee Assistance Service:**

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

**Hospital Saturday Fund:**

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

**Annual Rail Ticket:**

Discounted annual rail season ticket plans available to employees through Northern Rail.

**Payroll Giving:**

Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

**WeCare Awards:**

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

**Your Rewards:**

Employee benefits and discount vouchers available through the Your Rewards website.  
Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

**Retirement Awards:**

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

**Refer a Friend Scheme:**

Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

**Welcome Back Grant:**

£200 worth of vouchers for employees who return to the organisation who have at least six months between resigning from their original post and taking up their new role.

**Uniform:**

If applicable for your service you will be provided with a uniform. The number of uniforms that are provided will be dependent on your hours worked.

**Company mobile phone and laptop:**

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

**Travel Expenses:**

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

**Lease Cars/Car Allowance:**

A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to

have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

**Staff Benefits Scheme**

As a service user 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.

