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Crisis Intervention Coordinator

Reference: 95252

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: 12 December 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.

JOB DESCRIPTION – CRISIS INTERVENTION COORDINATOR
Birmingham Crisis Café, Talking Space - Northfield

Hours: Part time: 24 hours per week. 5.30pm-11.30pm Thursday to Sunday, to be worked flexibly according to the needs of the service.

Responsible to: Service Manager

Summary of the Role:
The Talking Space: Crisis Cafe has been commissioned 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 Trauma Informed Practices.

As a Crisis Intervention Coordinator, you will assist in the operational management of high quality, meaningful and effective services.

Key responsibilities would be:
- Deputising and supporting the manager in co-ordination of all aspects of service delivery
- Leading on the recruitment, supervision and embedding of volunteers within the service.
- 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 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.

The Talking Space will operate out of our Northfield Hub, Thursday to Sunday from 6pm-11pm, with shift time being 5.30pm – 11.30pm. A willingness to work flexibly according to the needs of the service is essential.

Main Duties:

Support of Service Users:

1. 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.
2. To demonstrate understanding and empathy for service users; supporting individuals in a person-centred manner.
3. To work in solution focussed manner in relation to problem solving and actively support the introduction of crisis intervention approaches.
4. 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.

5. 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.
6. 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.
7. To process new referrals to the Talking Space, carry out appointments and maintain accurate records as required.
8. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.
9. To help people develop self-management coping strategies and to increase knowledge of local resources, signposting or making referrals as required.
10. 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.
11. To respond quickly and appropriately to any safeguarding concerns in accordance with legal requirements and Creative Support's policies and procedures.
12. 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.
13. To offer light refreshments and create a relaxed atmosphere.

Management and Administration:

1. 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.
2. 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.
3. 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.
4. Establish and maintain positive working relationships with local professionals and services.
5. 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.
6. 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.
7. To participate in recruitment and selection of staff alongside the Service Manager
8. 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.
9. 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:

1. To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
2. To accept regular support and supervision from your Line Manager.
3. To carry out all work in a manner consistent with the aims of the service and the service principles adopted by Creative Support.
4. To comply with legislation and Creative Support's Equal Opportunities Policy.
5. To maintain confidentiality at all times, in accordance with both legislation and Creative Support's policies and procedures.
6. To identify personal training needs in discussion with your Line Manager and to attend training events and courses as required.
7. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
8. Any other reasonable duties as required.

PERSONS SPECIFICATION – CRISIS INTERVENTION COORDINATOR

Birmingham Crisis Café, Talking Space - Northfield

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

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

Pay Structure:

Salary:	**Up to £13.70 per hour**
Point One:	**£13.60 per hour**
Point Two:	**£13.70 per hour**
Please Note: *We are currently offering a choice of weekly or monthly pay. 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. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.*	

Hours of Work:
Part time: 24hrs per week. Thursday to Sunday, 5.30pm – 11.30pm, to be worked flexibly 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.

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 and ISA checks.

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

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

Life Assurance

You will become a member of our non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times your 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.

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 pays SSP for the first three working 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 eighteen 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.

Discretionary Benefits

Creative Support offers additional discretionary benefits.

- Enhanced maternity leave
- Paid paternity 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 on a regular basis to any of the registered charities either large or small.

WeCare Awards

We recognise our dedicated staff across the organisation with standard, silver and gold awards which are given every 2 months.

Your Rewards
Employee benefits and discount vouchers available through the Your Rewards website.

Retirement Awards
£100.00 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years' continuous service.

Long Service Awards
Long service awards are offered after periods of 10, 15 and 20 years' service. These are currently £100, £150 and £200 respectively.

Refer a Friend Scheme
Staff who successfully refer a friend to Creative Support's employment can claim £200 worth of vouchers four weeks after their friend starts employment with us.

Welcome Back Grant
We offer £200 worth of vouchers for employees who return to the organisation, subject to a gap of 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 amount 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 an employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis 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.

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.