

Crisis Practitioner

May 2025

Havant and East Hampshire Mind
Havant Wellbeing Centre
Dunsbury Way
Havant
PO9 5BG

02392498916

www.easthantsmind.org

Re: Crisis Practitioner

Dear Applicant,

Thank you for your enquiry and interest regarding the above post.

This pack contains the job advertisement, job description and person specification.

For further information about the role and our services, please see our website at www.easthantsmind.org or to discuss the role, please contact Danny Jones, Adult Safe Haven Manager at Danny.Jones@easthantsmind.org

To apply, please submit your application form which should outline why you are suitable for the role.

Please return completed applications to HR at hr@easthantsmind.org

Yours sincerely

Danny Jones
Adult Safe Haven Manager

The benefits of working with Havant and East Hants Mind

Make a real difference to local people

We're a local Hampshire charity and we're here to make a positive difference to lives and communities. You'll work with a passionate, knowledgeable and dedicated team with a big heart.


Holidays

- It's important to take time off. We give you 25 days a year, increasing by one day per year of service up to 30 days, and bank holidays (all calculated pro-rata for part-timers). We also give an additional winter's leave day in late December.
- Employees are also gifted a days' leave to celebrate their birthday.

Learning, Growth and Development

- We're committed to supporting our staff with learning and professional development, so we offer opportunities for coaching, training and mentoring.
- Everyone, regardless of role, is offered free Connect 5 mental health and wellbeing training.
- As a rapidly growing organisation there are regular opportunities to grow and develop within roles and through internal promotions.
- Joining HEH Mind makes you part of the Mind Federation, which includes 110 local Minds across England and Wales and access to the Open hub platform and learning, development and good practice sharing opportunities.

Workplace Wellbeing

- As workplace wellbeing experts you will be joining a workplace with a strong employee wellbeing focus. Which includes engagement opportunities such as our monthly digital 'Break Room' to meet staff from across the charity.
 - Remote and homeworking flexibility (dependent on role requirements).
 - We are a Mindful employer + accredited. All staff have access to our confidential 24/7 employee assistance programme.
 - If you use a PC within your role, we will provide free eye tests, if necessary.
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Job Advert

We are looking to extend our established Adult Safe Haven team by recruiting Crisis Practitioners to join our evening shifts. We have a part-time vacancy for 20 hours per week, plus other hours available.

We are looking for committed and empathetic individuals to join us on a permanent basis to contribute to our fantastic team at Havant and East Hants Mind.

As a Crisis Practitioner you will offer practical and emotional support to those in mental health crisis either face to face at our drop-in centre or over the telephone.

The Safe Haven is a non-judgemental, welcoming space for all those who need our help and support, if you have experience in mental health, especially working with those in crisis with complex and sensitive issues, then we want to hear from you.

This is an excellent opportunity for anyone looking to get into a career within the charity sector or to use their extensive mental health experience to make a difference in their local community.



Job Description

Job title:	Crisis Practitioner
Salary and grade:	£31,106 FTE and Grade 6
Contract:	Permanent
Contracted hours:	Our evening shift is 17.30-22.30, we have 1 x 20 hours per week available and various other evening shifts available.
Working base:	Leigh Park Community Centre.
Reports to:	Danny Jones
Direct Reports:	No
Checks made:	Enhanced DBS and 2 satisfactory references

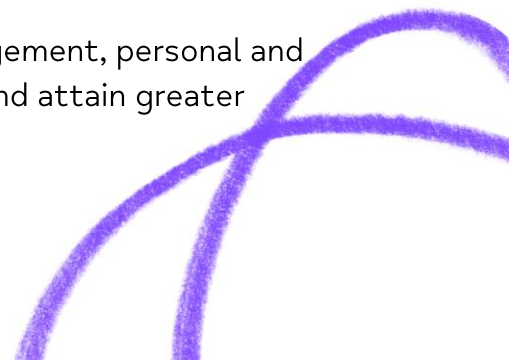
Purpose of Post

As a Crisis Practitioner working within the Adult Safe Haven, you will provide practical and emotional support to individuals experiencing mental health crisis. The Safe Haven is a calm, welcoming safe space for individuals to drop in or to speak with someone on the phone. The Safe Haven may be used as an alternative to admission to a statutory service if appropriate.

Accountability

You will be line managed by the Safe Haven Manager for Havant and East Hants Mind.


Key Responsibilities

- To support a small number of people requiring practical and emotional support in a non-judgmental, safe environment as an alternative to hospital admission
 - To provide a warm welcome to people referred to the service and address immediate presenting issues
 - To demonstrate empathetic listening to service users at times of high need
 - To support service users to develop emotional management, personal and life skills to enable them to grow in self-confidence and attain greater independence
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- To develop links with a range of external agencies, including, accommodation providers, health services, police, housing, debt advice, drug and alcohol services
- To ensure the safety of service users, including at times collaboratively working on documents like safety plans to implement appropriate measures to promote safety upon leaving service
- To read handover and discuss concerns ahead of shift, as well as providing a thorough handover for the following team on shift
- To work effectively with other members of the team
- To accept and work within the organisation's policies and procedures and assist in promoting the organisation's aims and objectives
- To accept, work within and promote the organisation's equal opportunities, confidentiality, health and safety and other policies
- To be responsible for their own administrative tasks and provide written reports when required
- To undertake any training required to carry out the duties of the post
- Any other relevant duties commensurate with the grade of the post
- Attend supervision with the Senior Crisis Practitioner/ Adult Safe Haven Manager

Person Specification

Essential:

- To evidence compatibility with HEH Mind's aims, objectives and values, including evidencing this in our approach to supporting service users from diverse backgrounds, ensuring that we do not marginalise or contribute to stigma or discrimination
 - Experience of working one to one with people in crisis and an understanding of sensitive and complex issues
 - To demonstrate competence in using Word, Excel, use of email, electronic diary management, internet. Experience of working with a database to maintain records in line with GDPR guidelines
 - Ability to display strong communication skills – both verbal and written, in person and over the phone
 - Able to approach situations with patience, remain calm under pressure and act decisively when needed.
 - To show an awareness of limitations and when to seek further advice or support
 - To be able to share your understanding of Safeguarding – what this is and how it might happen
 - To evidence ability to perform as a team player
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- To be able to manage varied priorities and tasks related to working with people in crisis, enabling them to access support needed and to comply with procedures to ensure safe practice
- To confidently show ability to work on own initiative and respond with flexibility
- To be able to discuss an understanding of Equal Opportunities and Diversity.

Desirable:

- Experience of working in related voluntary sector or statutory organisations, such as NHS, CMHT, CRHT, Inclusion Hampshire, SDA etc.
- Experience with using Charity Log
- Awareness of service available within the local area that may be appropriate to signpost to
- Some training in skills and techniques to support de-escalation



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