**CRISIS SUPPORT WORKER - JOB DESCRIPTION**

Please read the below in full and the attached Personal Specification document. If you would like to request an application form or ask any questions, please email [info@number11.org.uk](mailto:info@number11.org.uk) with the **subject line** ‘Number 11 Crisis Support Worker’.

**An introductory note…**

At Number 11 we’re seeking to serve some of the most vulnerable people in our community. We are not here to put plasters over problems. We believe the Bible calls us not just to love people, but to love them well – going the extra mile – and so our focus is on long-term, sustainable, holistic and relationship-based support. People are at the heart of all we do, so compassion and strong people skills will be crucial for this role.

The Crisis Support Worker will be supported by our Client Support Manager, the Centre Manager and our operational and trustee management teams. These teams comprise a wealth of experience in working with vulnerable groups. If you choose to work with Number 11, family is important to us, and so we are keen to invest in you. We will be there to support you every step of the way on your journey with us.

The role will be a demanding one, requiring very strong people and organisational skills. Above all else, we’re looking for someone who embodies the Number 11 culture; ready to go the extra mile to give our clients the very best support. There will be opportunities for formal and informal training in a wide range of skills, and these opportunities will be adapted to match the existing skills and needs of the successful applicant. With all of this in mind, the application process will be focused just as much on an applicant’s attitudes as on their skills and experience.

Working at Number 11 will bring with it many opportunities but also challenges. The successful applicant will therefore need to be able to take initiative in making the most of these opportunities. They will need to be adaptable and flexible in order to meet the needs of our clients and volunteers, and they will need to understand that working at Number 11 isn’t just a job. We all pitch in to support each other, so whilst your role may be crisis support work, you’ll also be getting involved in everything from litter picking and community events through to fundraising or cleaning up at the end of the day.

In summary, the role is an exciting opportunity, with a chance to make a real and lasting impact within our community. There will be excellent opportunities for personal development and skills acquisition, and an opportunity to work within a supportive team who are dedicated to making a difference. Potential applications should note and recognise that qualities such as passion, drive, persistence, initiative and a heart for those most in need are as equally valued as skills and experience of working with vulnerable people.

**Job Title:** **Number 11 – Crisis Support Worker (CSW)**

**Location: Number 11, Chapel Lane, Burslem, Stoke-on-Trent, ST6 2AB**

**Responsible to:** The line manager for this post will be the Client Support Manager.

**Responsible for:** Supporting our clients in crisis situations. This will involve dealing with a wide array of issues, such as homelessness, debt, mental health, substance misuse, isolation and more. Our focus is on not just putting a plaster over these problems, but instead addressing the causes and searching for sustainable solutions. The CSW will be responsible for ensuring that the crisis support work we do is aligned with this ethos.

**Purpose and requirements:** The CSW will be at the very heart of Number 11, and often will be the first member of the team a client engages with. As such they will need to have strong people skills, both with clients but also in supporting our team of volunteers who are also undertaking crisis support work.

**Main Responsibilities:**

1. To support the delivery of the crisis support services offered by the centre, including running workshops for small groups of clients and delivering training to volunteers.
2. To embody and instil our culture into the crisis support team. Relationship is at the heart of what we do, and we’re not just trying to create a crisis support service; we’re building a family and community.
3. To ensure that our crisis support services are high quality, and to instil our ‘not just a plaster over the problem’ ethos. We want to love people and love them well.
4. To develop appropriate relationships and partnerships with other organisations.
5. To be responsible for the documentation and monitoring of our crisis support service. This will include ensuring record-keeping complies with our GDPR policy, as well as recording data required for monitoring and evaluation of our work.
6. To ensure effective engagement with the centre management teams, providing reports, attending meetings when required, and contributing to the vision and direction of our crisis support work.
7. To be involved in all start and end of day briefing and devotional times, and being prepared to lead these when required.
8. To raise awareness of Number 11 activities and key successes and to become involved with the wider life of Number 11, including engagement in other activities such as events and fundraising.
9. Any other duties deemed necessary by the centre management.

**Summary of Terms and Conditions**

**Terms of appointment:** Fixed term for 1 year following the start date. Whilst we intend for the post to continue beyond this date, this will be subject to available funding.

**Salary:** £17,280 based on 30 hours per week

**Normal working pattern:** 9am-4.30pm on Monday, Thursday and Friday plus either Tuesday or Wednesday (however, please note on occasions weekend and evening work will be required. For example this may be for events or training).

* All reasonable expenses will be reimbursed.
* There is a contributory pension scheme to which eligible employees will be automatically enrolled.
* 23 days statutory annual leave entitlement per year (plus 8 bank holidays).
* Appointment will be subject to a satisfactory Enhanced DBS disclosure.
* Appointment will be subject to satisfactory references.
* Appointment will be subject to a health assessment, relevant to the person’s capability, after reasonable adjustments are made, to properly perform tasks which are intrinsic to their employment or appointment for the purposes of the role.
* Appointment will be subject to the satisfactory completion of a six-month probationary period.

**Management**

The Crisis Support Worker will have a line manager, the Client Support Manager Ms Katie Hibberts whose responsibilities will be to:

* Work with and support the CSW to complete the roles outlined above, working with the CSW to evaluate progress on a regular basis.
* Prepare a personal development plan with the CSW, supporting them to develop any skills needed to meet the above job requirements.
* Ensure good communication between themselves, the CSW and the Management Team.

**Statement of faith**

As an organisation we are firmly rooted in the beliefs of the Christian faith; these beliefs are what drive us and are a core part of who we are. However, Number 11 is not an evangelistic organisation. As we are working with many vulnerable groups, our policy is that we do not conduct any faith activities or conversations with clients unless specifically requested by the client. We work with clients from all faiths and none. Similarly, our volunteers come from a range of backgrounds, and our only requirement is that they are sympathetic to the views of our faith.

As the CSW will be part of our staff team and shaping the direction of our work, in addition to being responsible for instilling our culture there is a genuine occupational requirement for the successful applicant to be a practising Christian, in line with Schedule 9 of the Equality Act (2010).

***Please ensure you read the attached personal specification before completing the application form.***