

Job Description and Terms & Conditions

**Bank Safe Haven Worker**

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| **Head office** | 101 Walnut Tree Close Guildford GU1 4UQ |
| **Line Manager** | As delegated by Chief Executive |
| **Accountability** | Chief Executive |
| **Job purpose** | To provide cover when required for the Safe Haven café in our Guildford premises. The purpose of the café is to provide an alternative to people who are currently attending A&E when they suffer a mental health crisis. Additionally, the café provides a safety net for people to help them reaching crisis point. |
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| **Main duties & responsibilities** | 1. Facilitate a welcoming and friendly environment. 2. Maintain appropriate records of attendance and collect any other data as and when requested. 3. Continually monitor and assess an individual’s needs in relation to their mental health. 4. Maintain an empathic, caring and person centred approach to the client group. 5. Ensure café is ready and operational as soon as the doors open at 6pm. 6. Ensure agreed level and range of refreshments (tea, coffee and biscuits) are always available. 7. Ensure volunteers are appropriately line-managed. 8. Attend internal and external meetings as and when required (some of which will be during normal office hours 9. Participate in appraisal, workforce development and regular supervision. 10. Work with colleagues to monitor the impact and effectiveness of the service. 11. Seek to continually improve personal performance, outcomes, contribution, knowledge and skills. |
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| Oakleaf logo large**General** | 1. Ensure maintenance of a safe and efficient working environment in accordance with current Health and Safety legislation including the Health and Safety at Work Act 1974, COSHH Regulations, Environmental Health and EC Directives. 2. Operate robust and safe levels of practice in regard to lone working. 3. Perform any other reasonable duties as may be requested by the Chief Executive.   This job description is an indicator of general areas of responsibility and will be amended in accordance with the changing needs of the organisation in consultation with the post holder. |
| **Terms & Conditions** | **Salary:** £11.00- £13.00 per hour dependant on experience  **Hours:** Shift = 18.00 - 23.00hrs operating over 7 days per week  **Annual leave:** Accrued |

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