A picture containing text, plant

Description automatically generated

**Job Description**

**Job Title:** Crisis Liaison officer

2 year fixed term contract

**Hours:** 16 hours per week

**Location:** 62 Mill Street, Ballymena, BT43 5AF

**Salary:** £10851.50

**Responsible To:** Director of Turning Point

Holiday Allowance: 13 days per annum (pro rata), plus 12 statutory days (pro rata)

**Main Purpose of Job:**

*The crisis liaison officer will work with a diverse client group who present with a wide range of presenting issues, including those in crisis. Working in a small team they will act as a first point of contact for clients referred to Turning Point NI from a variety of sources and provide appropriate interventions from the outset. They undertake assessments, counselling and provide support to this client base as well as administrative duties associated with the same.*

**Main Duties:**

1. To assess the needs of clients referred to Turning Point NI and respond to their immediate needs accordingly by providing appropriate therapeutic interventions to include:

* The purpose of this role is to provide timely assessment of children and young people who present in crisis. To provide support, advice and education to the individuals who present in crisis.
* The post holder will be responsible to the director and be expected to provide assessments and interventions to young people and adults in a crisis.
* The post holder will be expected to work as an autonomous practitioner under the supervision of the Director, undertaking clinical assessment of young people and adults who may have a complex and mental health needs, working alongside other stakeholder services to ensure that the most effective care and treatment is provided resulting in safe, timely allocation.
* The post holder may be the first point of contact for Turning Point NI, responding to requests to assess young and adult people’s clinical needs, demonstrating safe, clinical decision-making and expert care, referring to the director and/or on call medical team if appropriate.
* The post holder will have a key role in supporting the practice of other professional staff. The post holder will be responsible for the initial assessment and subsequent facilitation of allocation and or further input from other services.
* The post holder will ensure a timely referral to community & voluntary/ statutory services if required.
* It is a requirement that the post holder must be able to demonstrate skills and expertise and have the knowledge and ability to work at Degree level.
* The post holder will be line managed and supported by the senior counsellor practitioner and be ultimately accountable to the director.
* The post holder will work closely with the community teams, and other stakeholders within the community during office hours, responding to emergency referrals of young and adult people presenting in crisis and are seen in a timely manner and risk is assessed and a management plan is developed.
  1. Risk assessment and de-escalation.
  2. One-to-one counselling through a variety of mediums, including face to face, telephone or webcam.
  3. Short-term interim follow-up support.

1. Liaising closely with professional/third party referrers in ensuring suitability of client’s referred and in determining appropriate services. This includes informing referrers and other appropriate health care professionals involved of risk issues, outcome of assessments and services for which the client is referred.
2. Signposting and/or referring clients to appropriate agencies for support where appropriate.
3. Management of appointments diary, keep up-to-date clinical notes, administer CORE Outcome measurers and inform referrers and other appropriate health care professionals involved when clients are discharged from the service.
4. Participation in weekly team case reviews, and regular reflective practice. Accessing support and consultation for clinical issues relating to child protection and areas of risk behaviour or concerns, utilising line management and peer support systems for effective information sharing, mutual accountability and quality assurance.

**Other Duties:**

1. To regularly attend clinical supervision in accordance with policy and procedures.
2. To work in line with current child & adult safeguarding requirements and policies, in accordance with current NI legislation.
3. To work in line with BACP good practice guidelines.
4. To liaise with other organisations in the voluntary, statutory and community sector, in the promotion of Turing Point NI, and to ensure that the services we offer are targeting those most in need.
5. To participate in events, meetings, conferences, and training, as required by the organisation or line manager.
6. Facilitate the creation of a relaxed and friendly environment which will maintain and enhance the quality of care to each client and maximise their opportunities for choice.
7. Develop and maintain effective communication links with statutory, community and other voluntary organisations.
8. Be responsible for both personal and professional attitude and behaviour when interacting with fellow colleagues and service users.
9. Observe and carry out health and safety procedures in respect of oneself, colleagues and the public.
10. Participate in staff, team and project meetings on a regular basis.
11. Provide monthly progress reports on all activities undertaken.
12. To keep accurate statistics and provide detail routinely to the Project administrator.
13. To publicise and promote the aims and objectives of the project and organisation.
14. To adhere to all Turning Point NI policies and procedures.
15. To work alongside management implementing an individual and group programme of care involving the clients social, emotional and physical welfare.
16. To evaluate the impact of all work undertaken and to contribute to the overall evaluation of the organisation.

The duties and responsibilities of this job description are neither definitive nor restrictive and can be modified to meet the changing needs of the organisation. The organisation is committed to providing the highest possible quality of service to its clients and the community. Members of staff are always expected to provide a caring service to treat those with whom they come in contact in a courteous and respectful manner.

A picture containing text, plant

Description automatically generated

**Personnel Specification**

**Counsellor**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Training/Education** | Recognised Diploma in Counselling (150 hrs theory and practice) or equivalent.  Accredited with either the BACP or IACP (or working towards accreditation).  At least 2 years supervised counselling practice  High standard of computer literacy to include use of MS Office. | Undertaken within the last 3 years:   * Mental Health First Aid. * Child Protection Training. * Safeguarding Adults Training.   Use of CRM Database to manage diary, appointments, and session notes. |
| **Knowledge** | Knowledge of statutory and community agencies who provide support services.  Good working knowledge of the factors that influence suicide risk.  Knowledge of the impact of suicide on individuals and the community. |  |
| **Experience /Skills** | Able to deliver a wide range of interventions, from very brief (1-3 sessions) to medium term.  A minimum of two years’ experience of assessing and supporting with people with mental health needs.  Experience of liaising with professionals (example: Social Workers, GP’s, CPN’s Support Workers) regarding risk and support issues/needs for clients.  Good organisational skills with an ability to prioritise work, meet deadlines and work effectively under pressure. | Experience of working through a variety of mediums, including face to face, telephone or webcam.  Experience of working with and de-escalating individuals who present with complex needs, are in distress or crisis and may be at risk of suicide.  Effective Advocacy skills to help clients and obtain services needed. |
| **Attitude** | High personal integrity and professionalism.  Commitment to high standards of services.  Commitment to general personal development.  Respect for the values and ethos of Turning Point  Commitment to working within an equal opportunities framework |  |