

Adult Sanctuary Support Worker

Job Description

Job Title:	Adult Sanctuary Support Worker
Salary:	£14.20 p/hour
Hours:	27
Start Date:	Immediate Start
Contract Length:	To 31 March 2026 (May be extended to 31 March 2027)
Line Manager:	Adult Sanctuary Coordinator
Location:	Mind Pembrokeshire's Resource Centres, Haverfordwest, Pembroke Dock

Adult Sanctuary Service

The Adult Sanctuary is an out of hours, night time service providing mental health support, information and advice. The drop in is open between 5pm and 2am, Thursday, Friday, Saturday and Sunday. These are the peak hours for crisis support.

Through the project we will provide support tailored to each and every unique person that pops through the door. Through one-to-one support sessions, workshops and wellbeing programmes, the adult sanctuary team deliver interventions as well as self-support and resilience techniques.

Adult Sanctuary Support Worker

Your Responsibilities

1. To provide a safe space for people with low level mental health problems through facilitating a retreat which allows for time out from detrimental influences.
2. To listen to the concerns of those accessing the Sanctuary and provide effective guidance, information and reassurance whilst promoting independence, resilience and positive health and wellbeing through a range of activities.
3. To keep client safety a priority and effectively manage risk to themselves and others.
4. To ensure all elements of the Service Level Agreement and grant criteria, including data collection criteria, are met.
5. To accept without bias, the issues raised by those who access the services.
6. To assess the strengths and needs of individuals assisting them to make decisions and choices regarding possible ways forward e.g. referring clients to other sources of help as appropriate.
7. To develop and deliver activities and workshops that improve socialisation, encourage learning new skills and having new experiences helping individuals to improve their confidence and self-esteem.
8. Attend relevant internal and external meetings as agreed with and or requested by line manager.
9. Contribute to the effective monitoring and evaluation of the service through ensuring that all client paperwork, including outcome monitoring forms, are accurately completed.
10. To develop and evolve this role to meet the service specification requirements.

11. To promote/publicise the service.
12. To develop and maintain positive relationships with staff and stakeholders to promote the service and to encourage referrals.
13. To undertake these duties within a framework that recognises the diversity of clients and encourages equal opportunity for all.
14. To promote all of Mind Pembrokeshire's projects and services for the benefit of the client
15. To promote and implement Pembrokeshire and Carmarthen Mind's policies and values.
16. To undertake practical tasks and housekeeping duties such as preparing the room for the evening activity groups, ensuring amenities are stocked and ensuring the Centre is ready for the following day's activities.
17. To maintain the Environmental Health Level 5 standard achieved within the Resource Centre alongside the team.
18. To understand and comply with Pembrokeshire and Carmarthen Mind's and our partners' data sharing and permissions statements as well as our GDPR responsibilities.
19. To participate in, and embrace, support and development, appraisal procedures and training as agreed or directed.
20. To deliver all aspects of this role under the direction of the Adult Sanctuary Coordinator and Senior Management Team.
21. To undertake such other duties as would be reasonably required for a post of this level of responsibility, as directed by Adult Sanctuary Coordinator and Senior Management Team.

Expectations

1. To promote the concepts of wellbeing, early intervention and community engagement, ensuring that these underpin the direction of the organisation's activities.
2. Effective and efficient use and completion of information recording.

4. Assist at talks and presentations and attend events and open days as appropriate and where requested by the Senior Management team.
5. Liaise with other agencies to forge effective partnership work that is mutually beneficial.

Person Specification

Adult Sanctuary Support Worker

This Person Specification details the requirements we believe are essential and desirable to carry out the requirements of this role.

Applicants should use the Application Form, Job Description and Person Specification to demonstrate how they meet these requirements, as the selection process for interview scores applicants against these criteria.

If an applicant is successful at interview, the offer of the role is dependent upon a DBS check and two references.

Personal Attributes

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| 1. Person-centred |
| 2. Encouraging |
| 3. Motivational |
| 4. Empowering |
| 5. Non-judgemental |
| 6. Flexible |

Essential Skills and Experience

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| 1. Ability to work confidently and effectively alongside individuals in crisis. |
| 2. Ability to communicate effectively |
| 3. Ability to manage others and empower them to manage their own wellbeing. |
| 4. Experience of delivering services and getting relevant outcomes. |

5. QCF Level 3 qualification Health & Social Care or equivalent OR a desire to achieve this qualification.
6. Excellent team working skills and ability to work well as part of a diverse and dispersed team.
7. Ability to work on your own initiative and prioritise own workload.
8. Excellent relationship management skills, including internal and external stakeholders.
9. Working knowledge of common mental health problems e.g. stress, anxiety, depression and potential issues that children/young people may bring.
10. Working knowledge of adult safeguarding practices
11. Ability to work in a high pressure environment.
12. Excellent written and verbal communication skills.
13. To carry out risk assessments, mental health assessments/client reviews
14. To deliver a range of facilitated self-help interventions.
15. To work independently and effectively as a member of a team.
16. Ability to work unsociable hours and to work flexibly to meet the needs of the service.
17. Must have access to a vehicle as means of transport.
Desirable Skills and Experience
1. Skilful problem solver, whilst promoting independence
2. Experience of undertaking monitoring and evaluation.
3. QCF Level 3 qualification in Health & Social Care or equivalent OR a desire to achieve this qualification.
4. Knowledge of Health and Safety requirements.

5. Social care work experience in the voluntary sector
6. Desire to learn.
7. The ability to communicate in Welsh.