

**Job Title: Rapid Response Coordinators**

Spinal Point: SCP 11-15

Job Type:   Permanent

Salary: £20,971.60 p.a. - £23,588.24 p.a. pro-rata

Hours: 37 PW – Job share and part time hours will be considered

Location: Norwich

Closing date: 12/10/2021 at 9am

**“I would not be where I am without this help”**

Are you ready to make a real difference; treating people who are experiencing significant challenges in their lives with compassion and understanding, helping them to use their own unique talents and strengths to develop a life of their choice.

If this has sparked your interest then we would love to hear from you.

Julian Support is an organisation that values the unique qualities we all have, whatever our background and circumstances, and the opportunity to bring our authentic selves to work. We are an anti-discriminatory organisation and we work hard to challenge oppression in whatever forms it takes.

If you feel a sense of activism, enjoy a challenging and rewarding role, and recognise yourself in Julian Support’s values, then we would like find out more about what makes you tick.

The **1hr Rapid Response Team** is part of our Admission Prevention Service. It is a new team and we are looking for enthusiastic and creative people who enjoy a challenge to come and join us.

What does it involve?

You will be going out to meet people in the community who are finding it difficult to manage and who may well be on the cusp of a hospital admission as a result of a deterioration in their mental health and wellbeing. You will recognise that even in the most difficult of situations, people are often relying on a range of strengths and skills to cope and survive. You will work alongside them, proactively helping them to identify the things that will help them to stay well in the community. You will use your ability to connect with people and develop their trust to help them to quickly navigate the system and overcome barriers.

**“I love the job that I do and feel I am fulfilling a ‘calling’”**

Tell me a bit more about the job?

The 1hr Rapid Response Team operates in Norwich, Friday – Tuesday, between the hours of 12.00 and 24.00. This means that you would be working a typical rota of 3 days on followed by 4 days off. Two of the days would be spent carrying out appointments in the community whilst the third day would be based in the office coordinating appointments, providing telephone support, and updating records. When working in the community you will be undertaking joint visits at all times with a colleague in the team. You will receive a comprehensive induction when you join us as well as training through our annual cycle.

Do I have to have experience?

We all have experience of one sort or another and this is a new service so you are unlikely to have worked in a team that is exactly the same. However, you may have worked in other services that are similar, or you may have worked in a completely different roles, but you connect with what we do, are naturally strengths focussed and person-centred in your approach, and you know that you could really make a difference. We can teach the rest.

How do I apply?

Please read through the Job Description, which can be found on the jobs section of our website. If you would like to apply for the position of ‘Rapid Response Coordinator’ send us a copy of your CV and a supporting statement telling us a bit more about you, what gets you fired up, why you are interested in this job, and why you would like to be part of this team. We will need to receive your CV and supporting statement no later than 9am on the 12th October 2021. Feel free to be creative with your supporting statement; it could be in the form of a letter, a blog, a video or a podcast. Please send your CV and supporting statement to: n.tournay-mason@juliansupport.org

We will also need you to complete our Applicant Monitoring Form, which can be downloaded from the Jobs section of our website. This helps us to monitor who applies in order that we may target our recruitment campaigns to underrepresented people and communities. Please can you send this to: r.hinkley@juliansupport.org

We will also be holding a virtual information session over Microsoft Teams on the 7th October at 10.00am – 11.00 am so we can talk through what the job involves in a bit more detail and answer any questions you may have. If you would like to be part of the session, please let us know via: n.tournay-mason@juliansupport.org and we will send an invite to your email address. Alternatively, if you wish to have a chat about the role you can contact Natasha Tournay-Mason on 07587 554105.

We will be conducting individual interviews on the 18th October 2021 and if your application is successful, we will contact you with an interview time. These will be held in person at our Head Office, 23 Pilling Park Rd., Norwich, NR14PA.

**We look forward to hearing from you!**

