



# Furcation Recruitment

## Role: Mental Health First Aider

Type: VOLUNTARY

Reports to: Head of Department (First Aid)

### Summary / Overview

Reporting to the Head/Deputy Head of First Aid, our team of mental health first aid volunteers are responsible for providing support and assistance to attendees and staff requiring support with their mental/emotional well-being throughout the convention.

### Key Tasks & Responsibilities:

- Respond to Emergency, Urgent and Routine duties, as directed by duty Dispatcher / Shift Lead. In accordance with operational requirements, clinical guidelines, local policies and scope of practice.
- Ensure compliance with local and national policy, procedures, protocols and scope of practice at all times.
- Ensure a clear handover report is provided when responsibility for a service user is handed over to another health professional. This should record all pertinent information, in accordance with established procedure.
- Communicate with other Staff, Attendees, members of the public and other emergency responders in a calm, caring and professional manner, treating them with dignity and respect at all times regardless of circumstance.
- Ensure accurate completion of all required incident documentation and relaying of information to Dispatchers/Shift Leads as required to complete legal documentation.

### Core Skills:

- **MINIMUM QUALIFICATION** - Level 3 Mental Health First Aid
- Flexible approach to shift working (Early, Late, Overnight, On-Call)
- Prior to application, all applicants should have attended at least one furcation event (or other similar conventions)
- Previous experience in Customer Service / Patient Care
- Ability to communicate effectively - Aurally, orally and in writing.
- Ability to use communication and computerised systems - e.g. mobile phones, handheld radios, online systems, email, incident reporting systems
- Decision making
- Managing personal workload and responding to changing workload
- Maintain a Calm and Professional demeanour, working to Scope of Practice during complex or challenging situations.
- Responsibility for Self and others, working individually and as part of a team.
- Ability to deal with attendees in a caring and compassionate manner.
- Ability to demonstrate safe manual handling skills to the level required for the job role.

### How to Apply

Visit [support.furcation.org.uk](https://support.furcation.org.uk), Click "Open a new Ticket", Submit a Ticket with the Help Topic of "Recruitment" with "Mental Health First Aider" in the 'Role you are applying for' field.

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