

JOB DESCRIPTION

Title:	Crisis Alternative Service Manager
Reports to:	Director of Adult Services
Contract:	Fixed term until 31 st March 2025 with potential to extend
Hours:	Full-time (1 FTE – 35 hours per week). You will be required to work weekends, evenings, late nights and day time hours.
Salary:	37-40k
Line Management:	Yes
Location:	Flexible (expectation of working in Hammersmith and Fulham, Ealing and Hounslow)

About Hammersmith, Fulham, Ealing and Hounslow Mind

This is an exciting opportunity to join and support a fast growing and dedicated team supporting the wellbeing of communities across West London.

We're here to make sure that everyone suffering with a mental health problem gets the help they need to recover. We listen, support recovery, fight stigma and work with partners to take action. We provide services for adults, children and young people, signposting for everyone and training and consultancy for employers.

Job Purpose

This role sits within our Adult Services, across Hammersmith, Fulham, Ealing, Hounslow. You will be responsible for the operational delivery and service development, of a portfolio of services. Namely (but subject to change):

- Safe Space Community
- Safe Space ED
- Hounslow Helpline
- Nova Roots (Forensic Community Hub)

One large service you will be responsible for is our crisis alternative service – Safe Space - which is a tri-borough out of hours service providing a safe and welcoming space for people who are feeling distressed and experiencing crisis. The service operates 365 days a year from 12:00(midday) – 11:30pm across all of our boroughs. You will be responsible for managing peripatetic teams: we currently have 3x in person Safe Spaces and based in 3x A&E.

Staff within the service will provide person-centred, practical and emotional support, face to face or via telephone on a one-to-one or group basis to individuals experiencing mental health crisis.

The objectives of the service include:

- To improve the mental wellbeing of people experiencing mental health crisis in HFEH.

- To provide support to clients accessing the service- for instance: signposting, de-escalation, planned wellbeing activities etc.
- To contribute to an improvement in individual mental wellbeing.
- To remain a source of independent support for all clients.
- To treat service users with respect, dignity and personalised support
- To raise awareness of mental health services available with the goal to improve long term mental health and reduce social isolation
- To increase self-management skills of those accessing the service
- To reduce the use of police, ambulance and statutory mental health services whilst experiencing crisis.
- To reduce the use of statutory crisis services by people experiencing mental ill health without positive outcomes for the individual.

The Role

The role of the Crisis Alternative Service Manager will provide operational management, mobilisation and service development of all Crisis' Services within Adult Services. The ideal candidate will have experience of mobilising and developing high quality, large services. In addition to managing and supporting staff working within challenging environments and experience of working with challenging behaviour and complex needs. The Service Manager will hold all operational risk.

Excellent organisation and decision-making skills are essential for this role, as it requires being able to manage time effectively to meet tight deadlines and work unsupervised during evenings and weekends. You will also be required to be rostered into the on-call rota.

The Crisis Alternative Service Manager will be required to work collaboratively with the Director of Adult Services and will be proficient at communicating effectively with staff at all levels, a wide range of key stakeholders and service users. They will ensure the service is well resourced from a staffing perspective and embed high-quality operational plans and processes.

They will be responsible for the delivery, progression and continual improvement of the service. They will have responsibility for ensuring Crisis Services operate in line with organisational H&S processes and procedures, HFEH Mind policies and CQC requirements

Key Responsibilities

- To oversee the management of the Crisis Alternative Services and other services, in line with organisational values and service quality expectations.
- To ensure all risks are recognised and mitigated in line with the serious incident and safeguarding policies.
- To ensure safe working and risk management
- To ensure feedback is provided on risk mitigation through serious incident reports.
- To continually drive enhancements to operational effectiveness and maximise outcomes against targets (key performance indicators)
- To complete audits and high quality reports for senior internal and external stakeholders
- To ensure interpret performance and impact data for crisis services and be responsible for reporting against service targets
- To provide effective line management supervision to Team Managers and Support Workers

- To collaborate with the Director of Adult Services and the Head of HR to deal with performance management/disciplinary issues confidently and effectively in accordance with organisational policies and procedures.
- To mobilise the crisis services in line with agreed project plans and ensure they are promoted and marketed well.
- To pro-actively develop relationships with external stakeholders in order to improve and develop crisis provision for people with mental health needs.
- To develop robust referral routes and pathways into the service with both statutory and non-statutory bodies.
- To ensure excellence in the recruitment, training and ongoing support of staff and volunteers where applicable.
- To support the Team Managers to ensure adequate and appropriate staffing at all times within the service.
- To ensure high levels of meaningful service user involvement in service provision, responding to the needs of service users locally.
- Work collaboratively with West London Mental Health Trust staff to support, develop and promote both the service.
- Establish excellent working relationships with out-of-hours services such as Emergency Services, Crisis Teams and GPs, around inward and outward referrals.
- Ensure quality and compliance (in line with CQC standards, NICE guidelines, MQM and other relevant standards)
- To work within HFEH Mind's policies and procedures including Performance Management, Confidentiality, Safeguarding, Equal Opportunities, Service User Involvement, Health and Safety, GDPR and Professional Boundaries.
- To embed all operational policies across managed services in line with a consistent organisational approach.
- Ensure service users satisfaction surveys are undertaken.
- Ensure data and qualitative information is collected, collated and communicated to key partners and key stakeholders, as required and directed by the Director of Adult Services.
- Ensure that all managed services are effectively informed by service user feedback.
- Keep up to date with best practice and contribute to the continuous improvement of the service.
- Monitor the quality of the service and ensure appropriate data is collected (in line with GDPR) to monitor outputs and outcomes.
- Produce regular service summary reports.
- To be rostered on the on-call rota
- Undertake such duties not included in the job description as are reasonably requested by the Director of Adult Services

Person Specification

- A minimum of three years managing a crisis service or similar setting with high complexity and high incident rates
- Experience of managing and mitigating risks
- Experience of managing safeguarding risks and understanding legal requirements for safeguarding adults and children
- Understanding of how to report and mitigate risks
- Understanding of suicide prevention
- Understanding of trauma informed care

- Understanding of mental health and safety planning
- An understanding of CQC requirements for mental health
- Managing services for vulnerable people in a service delivery organisation.
- Excellent people and project management skills and significant experience of supporting and managing staff.
- Experience of working in the voluntary sector and/or statutory services
- Experience of motivating, developing and training staff
- Successful track record in performance management of staff
- Experience of creating and implementing safety and risk policies and procedures.
- Compiling and interpreting performance data and reporting against service targets.
- Successful track record in planning and project management.
- Experience of report writing and presentation.
- Supporting people with mental health problems.
- Knowledge of and empathy for the issues facing people with mental health problems.
- Knowledge of the day-to-day application of relevant legislation e.g., Health and Safety.
- Understanding of the principles of ensuring safe service provision for people at risk and how these are put into practice.
- Knowledge and understanding of the relevant statutory authorities including NHS and social care.
- Excellent communication skills and able to communicate effectively to a variety of audiences.
- Commitment to service user involvement and able to work with service user groups to develop this.
- Is committed to working in an anti-oppressive way and striving to create equal opportunities for all people.
- Commitment to working within the policies of HFEH Mind including confidentiality and safeguarding.
- Positive attitude, passionate about working for HFEH Mind and able to inspire people to higher levels of performance.
- Team player and able to form positive, professional relationships with staff at all levels.
- Able to work effectively with a range of external stakeholders to promote and develop the service.
- Strong organisational skills and able to take control of own workload and meet deadlines.
- Ability to work independently with minimum support.
- Confident in challenging poor performance assertively, constructively and successfully.
- High professional standards and the ability to communicate these clearly to others.
- IT literate to aid communication and analysis of data.
- Willing to undertake training and development.
- Ability to travel to multiple sites

Desirable:

- Mental health registration (nurse/doctor/therapist etc)
- Mental health qualification
- Has a full driving licence and use of own vehicle (desirable, not essential. Work related mileage will be paid)
- Experience of working with databases such as Views, IAPTUS, Rio and Python
- Project management qualification

We are an equal opportunities employer; and are proud to employ a workforce that reflects the diverse communities we serve. We welcome applications from all suitably qualified persons from all backgrounds.

Post is subject to an enhanced DBS check