

JOB DESCRIPTION

Job Title:	Safe Space Team Manager
Salary Grade:	£32k full time pa (1 FTE full time and 0.6 FTE (3nights) available)
Responsible to:	Deputy Service Manager
No. of Hours:	35hrs
Main Base/s:	Flexible – main base to be Hounslow (expectation of working in Hammersmith and Fulham, Ealing and Hounslow)

Job Purpose

This role sits within our crisis alternative service, Safe Space, which is an 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.

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.
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The Role

The role of the team manager will be to support the rest of the team in delivering interventions on a one-to-one and group basis. The role will also involve triaging and assessing all clients accessing the service, signposting and delivering collaborative self-management plans with clients to improve mental wellbeing. The role will also include line management and supervision of support workers within the service. Team managers are responsible for management of their site; including report writing, audits and being the named manager for the site. This role directly supports the service managers in keeping to a high standard service.

Key Responsibilities

- Providing a person centred and recovery orientated approach in all aspects of the roles and responsibilities.
- Guiding the team, responding to referrals and planning each shift in terms of staffing, activities and case allocation
- Understanding of risk and risk management
- Understanding safeguarding adults and children processes and legal requirements
- Understanding of safety planning and de-escalation
- Experience of working with challenging behaviour
- Working collaboratively with clients to understand their needs and developing flexible and realistic crisis support packages/person centred plans
- Promoting people' rights and responsibilities
- Considering each person as an individual
- Listening to clients and encouraging positive steps towards self-management of crisis and recovery
- Providing advice, information, practical and emotional support to clients
- Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies e.g. CATT, Emergency Duty Teams, CMHTS, etc
- Engaging with clients to show empathy, inspire hope and promote recovery
- Establishing supportive, empowering and respectful relationships with clients and carers/ family
- Maintaining accurate records, detailing interventions
- Ensuring that outcomes, outputs and impact are recorded
- Understanding CQC standards and NICE guidelines around mental health
- Providing administrative support to the team
- Attend reflective practice, clinical supervision, peer supervision and line management supervision

- Create and maintain good working relationships with partner agencies
- Follow workplans
- Actively participate in training and development
- Provide guidance to support workers and volunteers
- To work with service managers and assist with reporting and monitoring

Person Specification

- Minimum of 1 year working in mental health services and with clients experiencing mental health distress and crisis
- Experience of line management within a mental health setting
- Experience of de-escalation
- Experience of managing challenging behaviour and dealing with clients with complex needs
- Evidence of continual professional development
- Understanding of the Recovery Model in mental health
- Understanding of the principles of trauma informed care
- Understanding of suicide prevention and safety planning
- Experience of managing safeguarding risks and understanding legal requirements for safeguarding adults and children
- Understanding of how to report and mitigate risks
- Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing
- Understanding of relevant legislation and policies
- Understanding safeguarding adults and children processes and legal requirements
- Awareness of issues in mental health service provision
- A good understanding of mental health conditions
- Experience of working with vulnerable individuals
- Creative and flexible approach to working with individuals
- Ability to deal with stressful and difficult situations in a calm manner and de-escalate challenging situations
- Ability to prioritise and manage workload
- Ability to involve clients and carers in all aspects of work
- Empathy and non-judgemental approach
- Good communication skills
- Capacity to work within an agreed shift pattern
- Experience of delivering information and advice (housing, benefits, debt etc)
- Experience of non-clinical, therapeutic interventions like psychoeducation
- Good IT skills including Word, Outlook, Excel and PowerPoint, with proven ability to input and extract information and produce reports
- Understanding of different databases such as Views, Salesforce

- Car driver with sole ownership of a vehicle and willingness to travel to locations would be desirable.
- Ability to work out of hours and on weekends