

Job Description

JOB TITLE	Recovery Support Team Leader (Crisis Café)
REPORTS TO	Support Services Manager
RESPONSIBLE FOR	Recovery Support Worker (x3)
HOURS	28 per week
SALARY	£18,050
CONTRACT	Permanent
BASED FROM	West Bromwich (with regular travel)

PURPOSE OF THE ROLE

The Kaleidoscope Sanctuary Hub (Crisis Café) is a much-needed resource for Sandwell residents. It is intended to provide out-of-hours mental health support.

As part of your role, you will be providing day to day leadership of the Sanctuary hub and supporting your team and service users.

The aim of this service is to de-escalate and prevent people reaching the point of crisis. This reduces the need for people to present to mainstream services, therefore reducing demand and releasing capacity within the mainstream services. The KSH has been developed to:

- Prevent escalation of mental health problems and thereby avoid mental health crisis
- Prevent unnecessary referrals to secondary mental health services, A&E departments and other emergency out of hours services
- Improve mental health and wellbeing
- Increase independence and self- management
- Reduce isolation

The KSH is delivered in unsociable hours covering Monday – Sunday 52 weeks per year Monday to Friday between times of 6pm and 11pm and Saturday and Sunday 12-23.00.

PRIMARY RESPONSIBILITIES

RESPONSIBILITIES	<ul style="list-style-type: none"> • Effectively manage a high-quality service that adheres to principles of a crisis café • Oversee the day to day effective delivery of the KSH service ensuring the service meets client and commissioner's needs. • Meet regularly with the Service Manager to agree priorities and work plans and deputise for the Manager as required • Monitor and manage the performance of the Crisis café team, guiding them individually in best practice and aiming to achieve individual and team job outcome targets • Support recruitment for vacant roles within the team working with the service manager • Create a culture of continuous improvement, and involve service users in co-producing service developments wherever possible.
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	<ul style="list-style-type: none"> • Identify training needs of staff and arrange appropriate training to support with continuous professional development • Coordinate the work of Crisis café with the NHS Clinical teams in Sandwell • Cover for Crisis café staff during times of leave • Produce regular monitoring reports for internal and external stakeholders • Provide key worker support to a specified number of service users, including one to one face to face support as well phone, video and text support • Ensure that all aspects of working with a client are fulfilled and all tasks are delivered within timescales and to agreed quality standards • Enabling and encouraging service users to find out about local services and facilities within their community and facilitate access to Kaleidoscope services where specific needs are identified • Stay familiar with the individuals Care/Wellbeing plans and support people who use our services in achieving their goals • Carry out needs assessments of clients choosing to engage within the service and prioritise needs effectively • Carry out all individual safety and support planning within organisational and legislative requirements. • Ensure that all aspects of working with a client are fulfilled and all tasks are delivered within timescales and to agreed quality standards • Contribute to the protection of individuals from the risk of abuse and harm to self and others who use our services • Carry out regular team, 1:1 and PDR meetings required by the relevant schemes • Maintain accurate records as required by policies and procedures, using appropriate paper and electronic systems. To maintain up to date details of service and support activities and outcomes charity log • Role model excellent practice and standard and motivate team to achieve performance targets.
GENERAL	<ul style="list-style-type: none"> • Undertake an active role in personal development through training and development as required and agreed by the line manager and which is foreseen as commensurate to carrying out the role and duties • Undertake any other duties and responsibilities as may reasonably be required within the scope of the post

	<ul style="list-style-type: none"> • At all times, address internal and external enquiries in a professional manner ensuring courteously addressing internal and external customers, specifically showing sensitivity towards those who may have mental health issues and challenges • To proactively engage in the 1:1 and PDR schemes as required • At all times, maintain organisational, client and employee confidentiality and adhere to the General Data Protection Regulations and any subsequent legislation which supersedes said Act • Undertaking all duties and acting at all times, in accordance with the organisation's Policies and Procedures, particularly in respect of Equality & Diversity, Confidentiality and Health & Safety.
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CONDITIONS OF EMPLOYMENT

Wherever you are initially based, it must be recognised that the company reserves the right, giving reasonable notice, to relocate the post holder, dependent on the requirements of the organisation, at any time. All employees MUST abide by the Terms and Conditions as per the Staff Handbook and Equal Opportunities Policy document.

Holidays: 27 days per annum, plus 8 statutory Bank holidays per annum, pro rata. Holidays rise to 30 days after 5 years.

PERSON SPECIFICATION

QUALIFICATIONS	ESSENTIAL	DESIRABLE
Good General Level of Education	✓	
Specific qualification, training and experience in working within Emotional Wellbeing or relevant Mental Health		✓
Educated to NVQ level 3 or equivalent in a mental health related field		✓

EXPERIENCE	ESSENTIAL	DESIRABLE
Minimum of 3 years' experience of working with people with mental health problems or a similar service user group within health, social services or the voluntary sector	✓	
Experience of managing, mentoring and coaching employees in the support sector	✓	
Experience of partnership working, negotiation and liaison work with other agencies	✓	
Experience of devising and implementing evidence based outcome focused plans	✓	

KNOWLEDGE / SKILLS	ESSENTIAL	DESIRABLE
Knowledge of disability and special needs issues, policies and legislation in relation to employment	✓	
Knowledge and understanding of guidelines, safeguarding and the identification and management of risk	✓	
Knowledge of mental health needs and issues experienced by diverse communities	✓	
Knowledge of fair access and non-discriminatory practice	✓	
Able to confidently and effectively delegate work tasks and responsibilities	✓	
Able to use initiative to think quickly on the spot in different, and often challenging situations	✓	
Able to manage, mentor and coach a employees, contributing to their personal and professional development	✓	
Able to work effectively as part of a multi-disciplinary team	✓	
Able to write clear, comprehensive and concise reports, both verbally and written	✓	
Able to drive with access to own vehicle to travel within the region as required.	✓	

Competencies	
Competencies are behaviours that are essential to effective performance of all our staff at KPG.	
Self-awareness	Identifies and is aware of own values, principles and assumptions and is able to learn from experiences
Compassion	Understands and is sensitive to cultural and personal differences while interacting with others
Striving for Excellence	Focused on delivering the best possible service and consciously seeks out and implements improved ways of working
Proactivity	Sets high standards for oneself and others, guiding, motivating and developing to achieve high performance and meet the organisation's mission, objectives and statutory obligations
Building and Maintaining Relationships	Develops rapport and works effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals
Communicating and Influencing	Presents information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us
Responsible use of Resources	Takes personal responsibility for using and managing resources effectively, efficiently and sustainably
Grit and Resiliency	Is flexible and adapts positively, to sustain performance when the situation changes, workload increases, tensions rise and priorities shift.