

Hertfordshire Mind Network
Watford Wellbeing Centre
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Hertfordshire
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www.hertfordshiremind.org

Crisis Centre Service Manager

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role, please see our website at: <https://www.hertsmindnetwork.org/crisis-centre-service-manager>

To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and confirm you have access to means to reliably travel to our Centres flexibly across Hertfordshire.

Please return applications to Crisis Recruitment Team at the above address or by email to recruitment@hertfordshiremind.org.

Closing date for receipt of applications is Friday 7th October 2022.

Interviews to be held week commencing 17th October 2022.

Yours sincerely

Hilary Lythgoe
Head of Resources

Job Description

Job title:	Service Manager - Crisis Centre
Salary scale:	£30,000 - £33,000
Contracted hours:	37.5 hours per week
Working base:	Crisis Centre – Hemel Hempstead
Reports to:	Head of Crisis
Contract Length:	Permanent contract
Checks needed:	Enhanced DBS and 2 satisfactory references

Background

Hertfordshire Mind Network's (HMN) Crisis Services for adults (18+) are rapidly expanding and is increasing service delivery of out of hours mental health crisis support throughout Hertfordshire. The NightLight Crisis Service is proud to provide urgent support, crisis intervention and emotional support to people experiencing a mental health crisis in Hertfordshire as an alternative to statutory pathways. We provide support to adults across Hertfordshire 7 days a week, 365 days a year through our helpline, Crisis Cafes and 24/7 Crisis Centre.

We aim to provide a safe space for people in crisis to talk and feel supported, be listened to without judgement, access relevant support with problem solving and facilitate access to external services when necessary. As a senior member of our diverse team, you will work closely with service users in crisis by using a person-centred approach to ensure that each individual is supported with dignity and respect. By honouring the individual experience of each service user, we are able to respect their autonomy as well as encourage and facilitate positive steps towards management of crisis and recovery.

Purpose of post

As a member of the HMN Senior Management Team and the Service Manager for our Crisis Centre in Hemel Hempstead, this role is a key tenet of our expanding Crisis provision. This is a new role which will sit alongside our Service Manager for our Crisis Cafes & Nightlight & Daylight Helpline. You will be responsible for ensuring the total provision of a 7 days per week Crisis Centre. You will provide management support to Team Leaders & Co-Ordinators and work in partnership with the Nightlight (Crisis Café & Helplines) Service Manager, and accountable to the Head of Crisis. You will ensure the provision is safe, effective and person centred, be accountable for achieving KPI's, data reporting to Commissioners and the wider SMT & CEO, and develop the service using evidence based data, strategic thought & planning.

Service Objectives

The objectives of HMN's Nightlight Crisis Centre is:

- To improve the mental and emotional wellbeing of people experiencing a mental health crisis in Hertfordshire.
- To provide 24/7 support for individuals experiencing a mental health crisis.
- To increase early access to help for people experiencing a mental health crisis in Hertfordshire, by providing a clear and effective pathway to other services provided by HMN and other third sector and statutory providers.

- To remain a source of independent support for all service users.
- To provide an alternative pathway to people in distress and crisis to support better outcomes and reduce the demand on statutory crisis services and emergency services.

Accountability

You will be line managed by the Head of Crisis, but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- To effectively & safely lead & manage the Crisis Centre 24/7 provision in Hemel Hempstead
- To provide leadership and management for the operation of the Crisis Centre provided by Hertfordshire Mind Network.
- Ensuring that a collaborative approach is used, with effective communication links developed with external professional NHS services such as Crisis Assessment and Treatment Team, Emergency Duty Teams, Community Mental Health Teams, RAID and to work as an effective member of any multi-disciplinary team. This will also require stringent relationships developed with emergency services especially the Police.
- To lead the development of new provision and develop strong and effective partnerships with a range of organisations in order to support this.
- Contribute to the service development by working alongside the Head of Crisis, and Nightlight Service (Crisis Café & Helpline) Manager to evaluate service delivery and produce progress and monitoring reports.
- Represent Herts Mind Network at external meetings, and network locally to develop contacts, services and raise Herts Mind Network's profile.
- Encouraging a culture of continuous performance improvement at both an individual and service level.
- Building a service that is flexible and adaptable to changing requirements.
- To work in partnership with Mind in West Essex to ensure that the crisis alternatives pathway model is consistent across the Hertfordshire and West Essex ICS.
- Participating in training and development opportunities.
- Overseeing the effectiveness of appropriate crisis interventions for all service users.
- Overseeing and ensuring the development, delivery and review of service user-focused interventions.
- To provide monthly line management, supervision and annual appraisal for staff.
- To assist with the recruitment of staff contributing to their induction and professional development.
- Act as a positive role model showing professional and caring attitudes and behaviour towards other team members, service users and carers.
- Assigning work to team members, monitoring and supervising the day-to-day delivery and quality standards of the work.
- Monitoring team's performance to ensure it meets expectations and agreed performance criteria, reporting variances to your line manager.
- To take responsibility for managing the delivery of all contract and grant agreements ensuring that all performance and reporting requirements are met and liaise with contract managers and Commissioners as required.
- To ensure all policies and procedures are current, understood by operational staff and that they are working within these policies and procedures.

- To work with the Finance Manager to set budgets for operational services and to ensure that operational services are managed within allocated budgets.
- To respond to and escalate complaints about services as per the complaints policy and to support the wider Senior Management Team to manage these appropriately.
- Monitoring team's expenditure to contribute to the service maximising full cost recovery and meet its financial targets.
- To develop and work with colleagues to create innovative ways to promote NightLight including use of social media, videos and traditional promotional methods e.g. leaflet drops.

General

- To deputise for the Head of Crisis in their absence, alongside the Nightlight Service (Crisis Cafes & Helpline) Manager
- To ensure compliance with legal, ethical and regulatory requirements.
- To manage personal resources and own professional development.
- To ensure all duties are carried out in a manner which promotes equity and diversity.
- To promote a health and safety culture within the workplace by working in accordance with policies, procedures and raising concerns as required.
- Work in accordance with HMN Confidentiality Policy and wider Information Governance.
- To be an active member of the Hertfordshire Mind Network Senior Management Team, including involvement with Out of Office Hours, On Call support & contribution to wider charity projects as required by the CEO
- At all times to carry out every aspect of your duties with due regard to HMN policies, procedures and values.
- To ensure HMN values are embedded in the service.
- To maintain a professional level of communication at all times.
- To maintain appropriate record keeping via service user recording management system.
- Maintain full accountability to the project through supervision and appraisal processes.
- Undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.

Leadership and Representation

You will line manage Team Leaders and be the operational and strategic lead for the Crisis Centre. You will have overall responsibility of the wider Crisis Centre team. This will include providing supervision, supporting service audits on practice, completing service reporting and representing the service in meetings with external stakeholders. On occasion, you will be required to provide wider remote leadership cover across other NightLight Services using Microsoft Teams, working closely with the other NightLight Crisis Service Manager. This will include undertaking assessments over the phone for the NightLight Professional Referral Line for Crisis Centre visits, providing advice, discussion, and complex case support and supporting with any incidents or escalation required.

See next page for Person Specification.

Person Specification	Essential/ Desirable
Qualifications and Experience	
A relevant social work, health & social care, or mental health qualification or experience	E
Strong evidence of previous staff management & project management	E
A relevant management qualification at Level 3 or above, or willingness to work towards this	D
Evidence of continual professional development	E
Lived experience of mental ill health	D
Experience of managing the delivery of contracts and working effectively with commissioners and funders of services, working to deadlines and achieving outputs against targets	E
Skills, Abilities, Understanding and Knowledge	
A highly proficient manager with proven knowledge, skills and abilities as a leader and manager, ideally managing operational services and staff in a mental health organisation or in a related health or social care or organisation.	E
Significant proven knowledge and skills around services working with adults in distress, experiencing a mental health crisis.	E
Understanding of developing and delivering services in a health and social care setting.	E
Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing.	E
Understanding of legislation and policies relevant to the role including Data Protection Act, Mental Capacity Act, Safeguarding Vulnerable Adults, The Care Act, Mental Health Act and Equality Act.	E
Understanding of quality assurance through supervisions, audits etc.	E
An ability to complete complex contractual reporting documentation.	D
Creative and flexible approach to working with individuals (service users and staff).	E
Ability to deal with stressful and difficult situations in a calm manner.	E
Ability to prioritise and manage workload.	E
High level report writing skills with the ability to present sensitive information to a range of audiences.	E
Excellent IT skills including Word, Outlook, Excel and Teams, with proven ability to input and extract information and produce reports.	E
Ability to involve service users and carers in all aspects of work.	E

Ability to develop and maintain positive working relationships across teams, services and with external partners (e.g. key stakeholders such as marketing, HR, emergency services and mental health teams).	E
Confident and effective communicator who is able to deliver training and presentations, adapting their style to the audience.	D
Highly motivated and able to learn quickly, willing to seek advice appropriately and actively participate supervision and training as required.	E
Able to use significant knowledge and broad skills and abilities as a manager to lead and model good practice to guide and supervise team managers and the wider staff team.	E
Practical	
Ability to work hours flexibly covering weekends, overnight and day time work for meetings, training, recruitment etc. as well as covering a rota for 24/7 provision.	E
Driving Licence with access to a car for the purpose of business use; or alternative means to reliably access our Wellbeing Centres.	E

September 2022