

JOB DESCRIPTION

Job title	Crisis Café Team Leader
Sector/Function	Operations
Department	Leicester, Leicestershire & Rutland Crisis House Service
Reports to	Operations Manager
Grade	4

Job purpose	<p>To work as a key member of the team in developing and delivering the community aspect of the Leicester, Leicestershire & Rutland Crisis House Service.</p> <p>To lead and develop a team of staff within the service to deliver high quality person centred services as directed by the Operations Manager in line with Business Plan.</p> <p>To ensure Turning Point's vision and values are embedded in the team.</p> <p>To ensure all statutory requirements of the service specification are met.</p> <p>The outreach will be part of a crisis service which will offer a range of support to promote recovery and independence including:</p> <ul style="list-style-type: none"> • 1:1 or group support to work through the crisis, identifying causes, positive solutions and building coping strategies • Practical coaching strategies to help service users cope with symptoms • Advice, information and support to access help with finances, benefits and housing to improve the individual's ability to live independently • Effective onward referral and signposting to services that will meet their needs and reduce the likelihood of future crises • These interventions will be delivered in a variety of community settings across Leicester, Leicestershire & Rutland • Operate a service and ensure outcomes which supports individuals to deescalate from crisis and develop strategies for recovery and increased wellbeing • Work with the Operations Manager to ensure regular involvement of service users, volunteers and staff on local service delivery, organisational matters and wider mental health and crisis care strategies
Key accountabilities	<p>To support the team by:-</p> <ul style="list-style-type: none"> ▪ Establishing and leading a range of community based outreach settings, the aim of which is to provide person-centred emotional support and signposting to individuals who are experiencing a crisis. ▪ Ensuring that the outreach supports the overall objectives and aims of the crisis service ▪ Working alongside the Operations Manager to develop and deliver a bespoke outreach induction programme for staff. ▪ Supporting volunteers to provide appropriate, high-quality support and to manage people in crisis safely and effectively

	<ul style="list-style-type: none"> ▪ Encouraging a culture of continuous performance improvement at both an individual and service level ▪ Building a cooperative and collaborative team that is flexible and adaptable to changing requirements ▪ Assigning work to team members, monitoring and supervising the day-to-day delivery and quality standards of the work ▪ Providing effective coaching to team members in the required technical and behavioural competencies ▪ Supporting the induction of new employees as required ▪ Providing staff team with debriefing sessions after difficult/ distressing outreach sessions/appointments
	<p>To ensure quality standards are maintained by:-</p> <ul style="list-style-type: none"> ▪ Monitoring team's performance to ensure it meets expectations and agreed performance criteria, reporting variances to management ▪ Supporting management to collate data to measure effectiveness of service delivery ▪ Ensuring all services are delivered in accordance with recognised standards: E.g. NICE Guidelines, National service framework, MHA, SOVA, and Department of Health etc. ▪ Liaising with the service management, service users, family and carers, local stakeholders and commissioner representatives to ensure that the service is reviewed and co-developed over the lifetime of the contract. ▪ Working with the Operations Manager to monitor and evaluate the outreach service, including data collation, reports, focus groups and customer satisfaction surveys
	<p>To continuously review own performance and development needs to assist growth and development by:-</p> <ul style="list-style-type: none"> ▪ Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. ▪ Participating in training and development opportunities as agreed within the Performance Management process
	<p>To ensure a safe working environment for self and the team by:-</p> <ul style="list-style-type: none"> ▪ Ensuring a good standard of general housekeeping and infection control within the team's environment ▪ Ensuring all H&S concerns are appropriately reported and action taken in a timely manner ▪ Accessing Vaccinations, eye sight tests, work place assessments as appropriate ▪ Ensuring H&S policies and procedures are complied with ▪ Following the formal reporting process for serious untoward incidents and accidents ▪ Ensuring all risk assessments are completed when appropriate
	<p>To ensure compliance with internal and external standards and codes of conduct by-</p> <ul style="list-style-type: none"> ▪ Meeting all regulatory requirements

	<ul style="list-style-type: none"> ▪ Complying with Turning Point's Code of Conduct, policies and procedures ▪ Participating in regular audits (internal and external) and ensure results are acted upon within the team <p>To monitor the case work of team members ensuring it meets required quality standards and undertake own case work:-</p> <ul style="list-style-type: none"> ▪ Embedding a person centred and recovery orientated approach in all aspects of the role ▪ Supporting staff to provide face to face support to service users who are experiencing a crisis, providing guidance and signposting to appropriate services and organisations ▪ Escalating concerns about service users accessing the outreach to On Call, Emergency services or other support as appropriate. ▪ Carrying out risk assessments e.g. for an activity or for a specific service user case, and provide contingency plans ▪ Providing support and coaching to staff when they are supporting service users who have multiple and complex needs ▪ Helping with service user goal planning as part of a multi-disciplinary team where appropriate ▪ Being a member of the crisis café rota e.g. on call, 60/40 split. ▪ Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies ▪ Supporting the team to education and raise awareness to help service users manage factors that affect their mental wellbeing ▪ Supporting the development, delivery and review of service user-focused interventions ▪ Ensuring that a collaborative approach is used, with effective communication links with external professional groups e.g. CRHT, Emergency Duty Teams, CMHTS, etc and to work as an effective member of any multi-disciplinary team. ▪ Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements. <p>▪ Maintaining accurate financial records, e.g. petty cash, volunteer expenses as appropriate</p> <p>To assist in the development of the service by:</p> <ul style="list-style-type: none"> ▪ Ensuring a consistent service delivery approach is embedded within the outreach support offer. ▪ Liaising with the Operations Manager, service users, family and carers, local stakeholders and the commissioner to ensure that the service is reviewed and co-developed over the lifetime of the contract. ▪ Representing Turning Point at external meetings, and network locally to develop contacts, services and Turning Point's profile ▪ Working with the management of the service to enhance, develop and expand the service ▪ Meeting agreed performance targets and outcomes ▪ as part of the prospectus on offer in Leicester, Leicestershire & Rutland.
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Dimensions	Direct reports	<ul style="list-style-type: none"> 1st line supervision of a small team (3+)
	Total staff overseen	<ul style="list-style-type: none"> Small team Team of Peer Support Workers and volunteers
	Internal contacts	<ul style="list-style-type: none"> Team members (Operations Manager, Senior Recovery Workers, Recovery Worker, Volunteer and Peer Support Workers, Volunteers) Operations Manager/Regional Operations Manager/ Regional Development Manager/Central departments
	External contacts	<ul style="list-style-type: none"> Service users Carers (e.g. family members) Commissioners Agencies/partners General public Media enquiries Local businesses/ community
	Planning outlook	<ul style="list-style-type: none"> Day to day service delivery Staff rotas Annual service business plans in liaison with Operations Manager
	Problems solved	<ul style="list-style-type: none"> Support to service users, carers Liaison with other external teams to achieve positive outcomes for service users Working alongside Operations Manager to resolve performance issues within the team
	Financial authority	<ul style="list-style-type: none"> Petty cash within the service, Volunteer expenses

PERSON SPECIFICATION

Job title	Crisis Community Partnership Lead
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Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Experience of supervising a team ▪ Understanding of the challenges experienced by people with mental health difficulties and associated complex needs ▪ Ability to work in a recovery orientated, person centred, non-judgemental manner ▪ Ability to provide calm, consistent support to those experiencing a mental health crisis ▪ Experience of working towards achieving individual and team objectives ▪ Good time management and able to work to deadlines ▪ Confident and effective communicator ▪ A good listener ▪ Understanding of the importance of professional boundaries working with vulnerable people ▪ Collaborative team working skills ▪ Adaptable and able to work in a challenging and changeable environment ▪ Proven track record in managing incidents of verbal and physical aggression 	

Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ▪ In depth knowledge and understanding of the complex and multiple needs faced by the service user group ▪ Numeracy, literacy and IT skills ▪ Committed problem solver 	

	Essential	Desirable
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Acquired experience & qualifications	<ul style="list-style-type: none"> ▪ A demonstrable belief in a values-led approach to working with service users with a Mental Health issue. ▪ Holds qualification appropriate to the sector e.g. NVQ 3 ▪ Working knowledge of Safeguarding Of Vulnerable Adults framework, the ability to follow procedure and development of a culture of safe practice 	
Other requirements	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Ability to work unsocial hours and have weekends availability. This post will be 60/40 on rota, and will involve some weekend working. ▪ An ability to work with complex statistical data, and a high proficiency in the use of excel. 	<ul style="list-style-type: none"> ▪ A driving licence and access to own vehicle (mileage is covered)