

## Role Description for Safe Hands (Crisis Out of Hours) Team Coordinator

Version 7 October 2024

### Main terms

Number of Roles	One role employed by Burton and District Mind
Hours:	30 hours per week, 4 days - Sunday and Monday must be worked with 2 additional days to be worked during the week, between 12noon to 8pm, depending on business need. <b>Working evenings, weekends and bank holidays WILL be expected.</b> No job shares or reduction of hours will be available for this role.
Contract:	Permanent (2 to 3 year contract)
Salary:	£31,450.08 pro rata pa (including unsociable rates)
Responsible to:	Contract Manager: Chief Officer, Burton and District Mind
Responsible for:	7 FTE Out of Hours Recovery Workers as Line Manager.
Liaise with	Service Commissioner, Recovery Workers, volunteers, mental health practitioners from MPFT, people with mental health problems and their carers, other local mental health providers, pastoral support, external charities and other agencies who support people with mental health problems and the public.
Based at:	St Michaels at Lichfield, St Georges at Stafford and Burton on Trent Office. Travel across Staffordshire is expected.
Annual leave	24 days pro rata plus bank holidays
Pension:	Pension scheme available
Travel:	Must have full driving license and access to a car for travel for which reimbursement of out-of-pocket expenses is available.

### Background

Working as part of the developing range of community crisis mental health services, the Safe Hands Team Coordinator will manage and deliver (as need dictates) an Out of Hours Crisis prevention service along with a team of Recovery Workers. The service will include out of hours home visits by pairs of Recovery Workers to people undergoing mental and emotional distress, providing light psychoeducation, a space for listening and peer support. The service will also support existing mental health services. The Team Coordinator, supported by a Deputy will provide day to day operational management of the service, ensuring a safe and high-quality service for participants and the team.

## Key functions of post

**Please note that this is a new post, and these functions may evolve. This will be done in consultation with the appointed person.**

1. To support and act as a point of contact for a team of Recovery Workers and a cohort of participants who have mental health needs located across 6 districts of Southern Staffordshire.
2. To lead on the regular, contract meetings with the MPFT Relationship and Contracts Lead reporting as required on service objectives and outcomes achieved.
3. To be a point of contact for the Crisis Team Leads, developing collaborative, positive working relationships with MPFT peers.
4. To complete in a timely manner and to an excellent standard all administration and reporting linked to the Safe Hands service.
5. To line manage up seven FTE members of staff, including conducting one to one supervision to support teams' wellbeing, personal development and training.
6. To accurately oversee the administration and submission of the team's time sheets including month payroll preparation, expenses, team rota's, holiday logs, and sickness records.
7. To ensure that Recovery Workers are skilled with the ability to provide a warm welcome to participants, to signpost and refer participants to appropriate services and projects within the community as appropriate.
8. To ensure all calls and online documentation associated with MPFT RiO care planning is complete, up-to-date and accurate. Working with the Recovery Workers to achieve a high standard of operations and service delivery.
9. To ensure that Recovery Workers are up to date with their mandatory training and can provide basic mental health support to participants including advice on wellbeing, sleep hygiene, diet, physical activity, and employment/education.
10. To reflect, share experiences and learn with the team as part of regular team meetings and to support the ongoing development of the service 'living' operations manual.
11. To deputise for Recovery Workers if required, and to ensure cover is arranged during staff absence periods.
12. To undertake any training relevant to the role either internally or externally. This will include training in the induction by MPFT and Burton and District Mind.
13. To work and collaborate with the wider Burton and District Mind Team to achieve high standards of service provision.
14. To work with the wider Burton and District Mind team to identify gaps in local provision and community need. Providing information to the team to enable grant applications and community fundraising opportunities to address these gaps.
15. To build and maintain positive relationships with other healthcare providers, charities and other agencies that contribute to the wellbeing of people with mental health problems.
16. To uphold data protection, professional standards and safeguarding policies and report illegal activity as required and informed by training and policy.
17. Attend regular one to one supervision with the appointed line manager reporting on all areas of responsibility.
18. Undertake any other duties as delegated, which are deemed appropriate within the pay

## Safe Hands Team Leader Job Descriptions and Person Specification

scale and responsibilities of the post and following consultation.

## Person Specification

### Qualifying Criteria

1. Enhanced DBS, with no offenses listed for a minimum of 12 months.
2. Two (2) references outlining ability to work with vulnerable people.
3. Clean driving license, use of a car and knowledge of Staffordshire's transport links.

### Experience & Qualifications

4. One year of experience of supporting with people with mental health experience to recovery – this can include personal lived experience, as a carer of a person of mental health problems or working or volunteering for mental health services.
5. Recognized Lv2 qualification in Mental Health Awareness or equivalent qualifications or training.
6. Educated at A level Standards as minimum.
7. Understand and speak English – GCSE in English.
8. ICT skills above Lv2 or experience of working with MS Office and CRM databases.
9. Counselling level 2, Psychology qualification or Health & Social Care qualification or willingness to work towards this.
10. One year minimum experience of team management paid or volunteers.

### Knowledge

11. Awareness of the legal framework that unpins mental health and mental health service provision with reference to Mental Health Act.
12. Understanding of the local safeguarding policy and processes.
13. Understanding of the importance of crisis planning, care planning and recovery.
14. Understanding of services and community assets available to participants and ability to build trusted partnerships with external providers.

### Qualities

15. Ability to maintain professional conduct whilst supporting people with severe mental health problems, sometimes with complex needs and demonstrating difficult behaviour.
16. Ability to identify concerning and/or illegal behaviour and/or abuse, and able to report this in a sensitive manner to the appropriate team or officer.
17. Ability to reflect and respond positively to constructive criticism during one-to-one supervision and team peer sessions.

### Skills

18. Negotiation and communication skills, and willingness to present to groups and engage in public speaking when required
19. Able to conduct risk assessments.

### Desirable:

20. One year of experience of Learning Disabilities, Substance Misuse, or other psychosocial issues such as rough sleeping/homeless, violent offending or complex needs.

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21. Experience of working within higher need mental health settings, recovery or rehabilitation services.
22. Knowledge of involvement and participation processes.
23. Awareness of Recovery Star, Recovery and Wellbeing Plans, or other mental health recovery program's.

### **Application Method:**

- Please send CV and covering letter to [jobs@burtonmind.co.uk](mailto:jobs@burtonmind.co.uk)
- Application deadline is 29/11/2024.

**(Please note: APPLICATION WILL NOT BE CONSIDERED WITHOUT A COVER LETTER).**