



JOB DESCRIPTION

Job Title:	Mind in Haringey - Safe Haven – Senior Shift Lead
Responsible to:	Haringey Wellbeing Network Services Manager
Accountable to:	Chief executive officer
Hours:	21hrs hours per week: Evening & Weekend work
Pay scale:	Pro Rota of £ 29,250 per annum
Holidays:	16 days annual leave per year (Pro Rota)
Location:	Remote / Mind in Haringey / Tottenham & Canning Crescent

Job Summary

The Safe Haven Crisis Café is an out of hours community crisis service, the Café provides a safe space for individuals who may feel that they are at risk of a mental health crisis. The Safe Haven provides short-term support and social prescribing to individuals who are vulnerable and isolated into relevant support service pathways.

This service is primarily for adults aged 18 and over, who are residents of in the London Borough of Haringey and/or has a Haringey GP. As this is an out of hours service, the service operates between the hours of 5-10pm, 7 days a week, inclusive of public holidays. This is service is delivered both online and face to face.

The outcome of the service is to use non-medical interventions to collaboratively work with users to reduce the crisis and isolation; through enabling and supporting the user to develop safety /well-being crisis plans. This service will be delivered from the Clarendon Recovery College.

Crisis Cafés aims to deliver the following key out comes:

1. To assist people who are experiencing mental health crisis / issues whom do not require going into hospital or do not meet the crisis team thresholds.
2. Prevent escalation of mental health problems and thereby deter a mental health crisis.
3. Prevent unwarranted referrals including self-referrals to secondary mental health services, A&E departments, and other emergency and out-of-hours services.
4. Improve mental health and wellbeing and assist in developing a recovery plan.
5. Increase independence and self-management for users.
6. Reduce isolation and improve wellbeing.

8. Refer into Haringey Wellbeing Network for Social prescribing / Wellbeing Advocacy / Peer support services.

Role Context:

The Shift Lead role is to oversee the service delivery, triage, and assessment of cases into the safe haven. To provide effective support to peer support workers, like daily shift Check in's and de-briefs, fortnightly reflection sessions and monthly supervision sessions.

The post holder will be required to work with the Haringey Crisis Helpline, following step up and step-down procedures, the Senior Shift Lead will also be responsible for the safeguarding and incidence reporting and day to day running of service for all clients.

Service Delivery

- Operate a service and ensure outcomes which supports individuals to de-escalate crisis and develop strategies for recovery and increased wellbeing, in line with the Safe Havens vision and values as well as contract requirements.
- Assessing need and suitability for the service in line with the access to services, process, and undertaking 1:1s.

Management

- Maintain an effective workforce for the service in line with Safe Haven / Mind in Haringey's policies, procedures, and guidance (recruitment, line management, workload planning, support and development of crisis workers, peer support workers and volunteers).
- Hold responsibility for health and safety in line with Mind in Haringey's policies, procedures and guidance (risk assessments, reviews, reporting, safeguarding, incidents/accidents).
- Hold responsibility for the collection, updating, monitoring and reporting of service data in line with Mind in Haringey's contract and systems requirements and procedures.
- To manage peer support workers with daily de-briefs, fortnightly reflective sessions and monthly supervision sessions.
- To attend regular supervision sessions with service manager, and to report monthly to ensure effectiveness of the crisis pathways for those who need further support.

General

- Work within the ethos, vision and values of the Safe Haven in line with the organisation's policies and procedures.
- Establish and maintain effective working relationships with the Mind in Haringey team and relevant key post holders, to ensure staff/manager meetings are attended occasionally.
- Attend and contribute to meetings relevant to the role (own supervision, Clinical Supervision, appraisal, staff, peer group, AGM, and external meetings as required).
- Commit to and complete training and qualifications identified for the role in line with organisational need, Staff Development and Training policies and procedures.

PERSON SPECIFICATION

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

	ESSENTIAL	DESIRABLE	EVIENCED BY
Training & Qualification	<p>1. To obtain a degree qualification and understanding of mental health, counselling or psychotherapy</p> <p>2. Commitment to obtain underpinning knowledge through work based learning and mandatory training</p>	<p>Degree or equivalent Qualifications in Mental Health, Wellbeing or Crisis Prevention</p> <p>Understanding of Trauma informed practices</p>	<p>Interview</p> <p>References</p> <p>Proof of qualifications</p>
Experience	<p>1. Coordinating a small service within a wider organisation, including delivering a service against performance targets.</p> <p>2. Coordinating services which operate outside normal Business hours, e.g., evenings, weekends and on call</p> <p>3. Minimum of 2 years' experience working with people with mental health issues and experience of assessing level of need</p>	<p>Coordinating a small team of staff and volunteers.</p> <p>Using a dedicated database/system for recording of and reporting service data.</p> <p>Recruiting, working with and supporting volunteers</p> <p>To be able to supervise and manage day to day operations of the safe haven.</p> <p>Experience working with clients both in person and face to face</p> <p>Understanding and awareness of the peer support role and their needs</p>	
Knowledge & Skills	<p>Ability to demonstrate a good understanding of mental health issues</p>	<p>Ability to demonstrate understanding of Peer support role and support and develop a</p>	<p>Interview</p> <p>References</p>

	<p>Establish and maintain constructive working relationships with a wide range of people.</p> <p>Ability to demonstrate knowledge of Recovery</p> <p>IT (MS Outlook, Word and Excel and internet).</p> <p>Good literacy and numeracy skills.</p> <p>Effective active listening skills</p> <p>Ability to commute on all levels and to a broad scope of individuals, both internally and externally</p> <p>An ability to act calmly in emergencies and to respond in a professional manner to distress, disturbance and unpredictability</p> <p>Ability to work unsupervised in a range of settings</p> <p>Sensitive understanding of diversity issues and an ability to promote anti-discriminatory practice/equal opportunities.</p> <p>Good organisational skills</p> <p>Record keeping skills</p>	<p>robust peer support team</p> <p>Knowledge of local community activities and leisure facilities.</p> <p>Knowledge of how to build community links</p> <p>Ability to demonstrate an understanding of practical & social mental health issues in a community setting</p> <p>Conducting meetings, identifying actions and generating notes</p> <p>Good communication, motivational and negotiation skills.</p> <p>Understanding the wellbeing needs of and working with people with mental health needs, including those from culturally diverse communities</p> <p>Ability to create innovative solutions to help empower service users</p> <p>Able to manage and de-escalate crisis both remotely and in person</p> <p>Experience of developing wellbeing programs or services</p>	
Other	Ability to problem solve challenges.		

	<p>Ability to see solutions rather than problems.</p> <p>To be available to work flexible hours - evenings and weekends.</p> <p>Able to manage own wellbeing and commitment to self-management and development</p>	<p>This job will involve working evenings and weekends.</p>	
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Please return all applications to:

admin@mih.org.uk

Deadline: Wednesday 16th March - Applications

Interviews - Monday 21st March