

Job Description

Job Title:	Safe Haven Senior Crisis Recovery Worker
Reporting to:	Safe Haven Team Manager
Responsible for:	Recovery and Peer Support Workers
Hours:	6 hours per week (3 x evening shifts the hours which are 21:00 to 23:00)
Salary:	£24,960 based on 37.5 hours per week plus 1.25 uplift after 8pm and 1.5 uplift on Bank Holidays
Annual leave:	25 days per annum plus bank holidays (pro-rata for part-time hours)
Place of work:	Sunlight Centre
Period of contract:	Fixed term 18 months

Aims of the post

To support the Safe Haven Team Manager in the development, coordination and delivery of the Safe Haven service, which is a mental health support service delivered on behalf of Mental Health Matters (MHM) by SDT. The post holder will be expected to take responsibility for the operation of the service when leading sessions, working with SDT staff and others to provide a high quality first point of contact for community members attending the Safe Haven and actively contributing to the smooth and efficient running of the services provided. The post holder will be expected to work closely with Trust staff to ensure the health, safety and security of community members, the site and Trust property.

Main Duties and Responsibilities

1. Deputise for the Team Manager in their absence to ensure the delivery of high-quality recovery focused support to clients of Safe Haven
2. Conduct client assessment and triage, and assist with support planning, risk management and safety planning and regular review of need.
3. Ensure that all incidents and safeguarding concerns are managed in line with SDT policies and procedures and liaise with the Team Manager ensuring the timely escalation of any issues which may affect the safety and quality of service provision.
4. Develop and maintain a good working knowledge of community resources and partner organisations to signpost clients and to promote social inclusion.
5. Provide appropriate support and line management for staff members when leading sessions, including, where appropriate, the provision of supervision, appraisal, development, absence and performance management in line with SDT's policies and procedures.
6. Ensure that staffing resources and capacity is adequate to deliver high quality services to clients and to meet contractual requirements, including recruitment and management of the staff rota.
7. Ensure that all financial authorisation procedures are adhered to including petty cash.
8. Communicate effectively and provide reports and associated documentation of a high standard to management as required.
9. Respond to feedback and where required investigate complaints as requested.
10. To support the Team Manager to effectively manage service delivery contracts and comply with all associated contractual requirements, engage with MHM as required and ensure compliance with all relevant legal and regulatory requirements.

Core Competencies

These will include being able to demonstrate knowledge of:

1. How to be non-judgemental
2. How to promote anti-discriminatory practice
3. How to maintain confidentiality
4. How to promote equality and diversity
5. How to engender empowerment and well-being
6. How to promote equal opportunities
7. How to ensure service users are treated with dignity and respect as part of ethical practice

General:

1. Actively promote mental health issues positively, attend all supervision sessions or notified meetings where relevant and complete all mandatory training sessions.
2. Contribute to the development of best practice within the service and maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services.
3. All employees have a responsibility and a legal obligation to ensure that information processed for both service user and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies.

Security:

1. Be familiar with, and competent in all aspects of building and site security, ensuring the security and safety of the site at all times, including monitoring CCTV, security, panic and fire alarms alarm systems and complying with site health and safety responsibilities.
2. Take responsibility for closing the building as required ensuring relevant alarms are set and disabled, and site security is maintained at all times.
3. Monitor and supervise entry to and exit from the building and grounds, outside of core opening hours, in respect of safety and security; reporting any serious issues or concerns to the on-call manager, as appropriate.
4. Challenge the inappropriate behaviour or conduct of visitors to the site, in line with the Trust's values and ethos and ensuring Health and Safety procedures are by all building users.
5. Be aware of and take responsibility for reporting health and safety issues on site, faulty equipment and taking remedial action to ensure the security and safety of building users.
6. Be prepared to undertake the role of Fire Warden and First Aider (for which training will be provided) and relevant health and safety duties as required e.g. fire alarm call point checking.

Finance and Fundraising:

1. Ensure that all procedures are adhered and ensure the flow of relevant information to Finance Department regarding petty cash and receipts for expenditure.
2. Support the team to fundraise for any additional costs not included with the contract budget.

Marketing and Communication:

1. Work with the Team Manager to promote the service, including stakeholder engagement.
2. Provide reports, photos, testimonials and case studies as and when required.

Risk Assessment:

1. Must follow all risk assessments and report any area of risk and/or changes or concerns
2. Must review and update all risk assessments and review your caseload with your line manager.
3. Must liaise with third parties regarding risk and risk assessments.

Person Specification

	Essential	Desirable
Qualifications	<ol style="list-style-type: none"> 1. Minimum of level 2 in Health and Social Care or equivalent related subject 2. Level 2 Safeguarding Certificate 	<ol style="list-style-type: none"> 3. Level 3 qualification in Health and Social Care or equivalent related subject 4. Level 3 Certificate in Safeguarding or Recovery Coaching
Experience	<ol style="list-style-type: none"> 1. Experience of working in a recovery based social inclusion service 2. Experience of work in a social care community-based setting 3. Experience of all aspects of staff management. 4. Experience of management, including project, service and operational management. 5. Experience of setting and delivering to agreed targets. 6. Experience of recruitment. 	<ol style="list-style-type: none"> 1. Experience of service development and re-design. 2. Ability to support the Team Manager with new business initiatives and grants
Skills and knowledge	<ol style="list-style-type: none"> 1. Excellent communication skills and skills to manage key relationships with stakeholders both within and external to the organisation. 2. Good time management skills 3. Skills to assess and manage risks including safeguarding. 4. Knowledge of wellbeing and recovery models. 5. Able to lead, supervise and motivate staff and delegate work appropriately. 6. Able to manage resources to provide quality and safety within the service. 7. Ability to use Microsoft Office. 	<ol style="list-style-type: none"> 1. Presentation Skills 2. Knowledge and experience of audit, data collection
Other	<ol style="list-style-type: none"> 1. Able to work the service opening hours required by the needs of the charity, including evenings, weekends and Bank Holidays. 2. Flexibility to cover for other staff, as required. 3. Positive attitude with a ‘can do -will do’ approach to assist others when busy. 4. Attend our basic induction training. <p>An EDBS check will be conducted for this role.</p>	<ol style="list-style-type: none"> 1. Risk Management and Assessment training