



## JOB DESCRIPTION

|                         |   |
|-------------------------|---|
| <b>Title:</b>           | <b>Recovery Space Service Manager</b>   |
| <b>Reporting to:</b>    | Jacqui Dyce, Head of Mental Health & Wellbeing Services   |
| <b>Responsible for:</b> | CHWS Crisis Support Workers and Recovery Space Workers  |
| <b>Salary Range:</b>    | £36,169.16 per annum  |
| <b>Hours:</b>           | 36 hours per week (full time) worked within a 7-day rota (7days a week/365 days a year) The current service operates a daytime service, 9.00am – 6.00pm and evening service 3.00pm – 11.00pm<br><b>(This will include weekend work, approximately one in three weekends)</b>  |
| <b>Contract:</b>        | Permanent, Full-time  |
| <b>Location:</b>        | Main place of work will be Fairfield House, 10 Altyre Road, East Croydon. Some of the team will be based at Croydon Health and Wellbeing Space at the Whitgift Centre, Croydon (and other locations that may be used in the future) and the Outreach Worker will be predominantly working from the Community Hubs around the Borough. |

Mind in Croydon is a charity concerned with the welfare of people with mental health problems living in the London Borough of Croydon and the surrounding areas. Mind in Croydon delivers Mental Health Transformation Program services alongside Croydon BME Forum, these include Croydon Health and Wellbeing Space and Mental Health Personal Independence Coordinators. Other services include Recovery Space, Advocacy, Active Minds, Carers Support, Peer Support In-Reach, Social Networking, Counselling and an Information Service.

### **Purpose of the role:**

The aim of the service is to divert people, who would be better supported elsewhere, away from Accident and Emergency (A&E) and other crisis services in Croydon. The Recovery Space Service Manager leads this service which is non-clinical but a warm and welcoming setting to support and hold individuals during the day and evening. The Recovery Space service will accept referrals after 10pm, however clients will not be seen after 10pm.

### **Main responsibilities and key tasks:**

#### **Service Operations**

- Responsible for the day-to-day operational management and administration of the Recovery Space service which currently operates 9.00am – 1100pm, 7 days a week (365 days per year), where Crisis Workers work the day shift and Recovery Space Workers, work the evening shift.
- Manage and review the weekly rota for all staff to ensure there is cover for the service 7 days a week.
- Work closely at senior operational level with clinical, commissioning and voluntary sector organisations to plan, develop and promote the highest quality service.



- Work with the Trusted Assessors to ensure referrals are made appropriately, maximising the value and benefits of the service for clients.
- Responsible for the effective use of resources across the Recovery Space team to ensure staff are able to triage, provide, support and empower their clients, setting clear goals and putting in place support plans to promote a positive experience. Enhance the value by referring on to local resources, including advocacy, counselling or advice and information services.
- Provide timely, effective, quantitative and qualitative service reporting (using Views database) to senior management, including commissioning and contract management meetings, using demonstrable performance measures and
- Meeting the monthly, quarterly and annual targets against KPIs, linking these with team and staff objectives.
- Develop service operating policies, procedures and working practices in line with service and programme aims and objectives.
- Manage risks within the operational service model, supporting all team members to complete Risk Assessments for individual service users, including Lone Working risk assessments.
- Manage all safeguarding issues and report to the Head of Mental Health & Wellbeing Services.
- Monitor, respond as necessary and report on complaints, compliments, incidents/serious incidents, SUI's (Serious Untoward Incidents) to fall in line with service delivery protocols, safeguarding referrals, and onward referrals to other agencies.
- Promote service users' views and needs throughout all aspects of the project including follow-up calls for clients and collating satisfaction surveys.

### **Management**

- Line manages the Recovery Space staff providing one to one supervision – setting clear targets, offering support.
- Embed clear, effective communication so that staff feel engaged with and empowering staff to grow and develop.
- Ensure all staff adhere to service standards and have access to clinical supervision from the Clinical Psychologist sourced by SLAM.
- Ensure that all HR systems and processes are actively and positively supported within the team including recruitment, induction, probation period, one to one supervision, appraisal, managing performance management, disciplinary and grievance issues (in collaboration with HR).
- Ensure mandatory training and staff developmental needs of the team are met and directly supporting the capacity development of the team, through ongoing feedback, supervision and facilitating team discussions and workshops.
- Oversee accurate data recording and enable the creation and maintenance of records of actions taken in relation to people worked with, including regularly updating the organisation's database and Synology (electronic files).
- To work within all policies and procedures of Mind in Croydon, ensuring that information remains confidential and to adhere to the General Data Protection Regulations 2018.

### **General**



- Work as a member of a team, communicating with others in writing and face to face, taking part in staff meetings and team meetings.
- Working closely with the Croydon Health and Wellbeing team, Mental Health Personal Independent Co-ordinator team and MHIPS as 'One Team' to provide an effective and efficient service for our clients. This also includes working in partnership with managers across the organization
- Maintain quality standards in accordance with Mind in Croydon policies and procedures.
- Accept line management and supervision from the post holder's designated line manager and to engage constructively in this process.
- Accept the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by the post holder's designated line manager.
- Staff will be responsible for respecting and maintaining personal and professional boundaries concerning relationships with service users, volunteers and other staff.
- Act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon.
- In addition to the tasks and duties outlined in this job description, you may be required to undertake such duties as may be identified and which are generally compatible with the functions of the post.

### **Job Description Agreement**

The Job Description is not exhaustive and is subject to change considering the service, work, priorities, or requirements. Such a change will be discussed and consulted on with the postholder. Mind in Croydon Ltd and Croydon's BME Forum reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service. The statements contained in this description reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current postholder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name:  Date:



## Person Specification

The part-time counsellor is a skilled, knowledgeable and empathetic person, who enjoys working with clients and thrives in a team. The following person specification is a guide to the Essential and Desirable attributes that Mind in Croydon wishes to find in the successful candidate for the post.

|  | Essential | Desirable |
|--|-----------|-----------|
| <b>Qualifications</b>  |           |           |
| <ul style="list-style-type: none"> <li>• Master's degree in Mental Health</li> </ul>   |           | D         |
| <ul style="list-style-type: none"> <li>• Relevant mental health, social care, health care or psychology related training or qualifications,</li> </ul>   |           | D         |
| <ul style="list-style-type: none"> <li>• Demonstrable evidence of equivalent learning or training</li> </ul>   |           | D         |
| <b>Experience</b>  |           |           |
| <ul style="list-style-type: none"> <li>• Experience of working directly with people in community health and social care settings, preferably in mental health</li> </ul>   | E         |           |
| <ul style="list-style-type: none"> <li>• Demonstrable lived or learned experience and understanding of mental health and related issues and difficulties or challenges</li> </ul>  | E         |           |
| <ul style="list-style-type: none"> <li>• Ability to engage positively with clients (using a person-centred approach) and stakeholders involved in their care to form collaborative, warm and empathetic relationships with diverse individuals leading to positive outcomes</li> </ul>                   | E         |           |
| <ul style="list-style-type: none"> <li>• Experience of managing flexible, community-based teams in "whole team", multi-disciplinary approaches and/or self-managed teams</li> </ul>  | E         |           |
| <ul style="list-style-type: none"> <li>• Experienced in effectively engaging, communicating and working positively in partnership with statutory (e.g. South London and Maudsley NHS Foundation Trust and Croydon University Hospital A&amp;E Department) and agencies to promote the service</li> </ul> | E         |           |
| <ul style="list-style-type: none"> <li>• Knowledge and experience of working in therapeutic settings using Open Dialogue tools and techniques, and/or Recovery Star outcomes models and measures</li> </ul>  | E         |           |
| <ul style="list-style-type: none"> <li>• Extensive knowledge and experience of person-centred approaches and recovery models</li> </ul>  | E         |           |
| <ul style="list-style-type: none"> <li>• Demonstrable experience of developing and implementing operating policies, procedures and working practices in a team setting</li> </ul>  |           | D         |
| <ul style="list-style-type: none"> <li>• Experience of creating, managing and maintaining high quality records of contact and interaction with people, working within a caseload, and producing top quality numeric and narrative operational reports</li> </ul>   | E         |           |
| <ul style="list-style-type: none"> <li>• Experience of monitoring and evaluating systems and stats and providing comprehensive reports, including achieving</li> </ul>   | E         |           |

|  |   |   |
|--|---|---|
| KPIs   |   |   |
| <ul style="list-style-type: none"> <li>• Demonstrable experience of driving continuous improvement and operational development in person-centred teams</li> </ul>  | E |   |
| <ul style="list-style-type: none"> <li>• Experience of peer support approaches and asset/strengths-based care and support systems</li> </ul>   |   | D |
| <ul style="list-style-type: none"> <li>• Experience of working or living in diverse communities and knowledge of cultural context related to mental health and wellbeing. Understanding issues faced by individuals from minority groups.</li> </ul> | E |   |
| <ul style="list-style-type: none"> <li>• Experience in responding to and dealing effectively with complaints and managing safeguarding issues in situ as they arise</li> </ul>   | E |   |
| <b>Knowledge, Skills and Capabilities</b>  |   |   |
| <ul style="list-style-type: none"> <li>• Ability to work alongside people in non-directive ways – helping them find solutions that work for them (rather than suggesting solutions)</li> </ul>   | E |   |
| <ul style="list-style-type: none"> <li>• Ability to focus on and build a person’s strengths and their ability to make use of the resources available to them</li> </ul>  | E |   |
| <ul style="list-style-type: none"> <li>• Capable of mentoring and enabling staff to grow to their full potential (including elements of formal and informal coaching styles)</li> </ul>  | E |   |
| <ul style="list-style-type: none"> <li>• Ability to remain recovery-focused – working with empathy, creating hope and building autonomy, empowering the person to define, lead and own their recovery</li> </ul>                                     | E |   |
| <ul style="list-style-type: none"> <li>• Ability to build effective, safe and trusting relationships with people using services and with professionals in multi-disciplinary teams</li> </ul>  | E |   |
| <ul style="list-style-type: none"> <li>• Excellent literacy, IT and verbal communication skills</li> </ul>   | E |   |
| <ul style="list-style-type: none"> <li>• Ability to travel around the borough in a timely manner as the role requires frequent travel to community visits and various meetings.</li> </ul>   | E |   |
| <ul style="list-style-type: none"> <li>• This post may involve lone working and visiting people in community settings including some exposure to dealing with difficult and emotional circumstances/situations</li> </ul>                            | E |   |
| <ul style="list-style-type: none"> <li>• The postholder will have demonstrable experience of working with teams to manage and “hold” this element of the work safely</li> </ul>  | E |   |
| <ul style="list-style-type: none"> <li>• Ability to work flexibly across the team and localities and some evenings and weekends as required (approximately one in three weekends)</li> </ul>   | E |   |
| <ul style="list-style-type: none"> <li>• Willing to work in any other place within the community where clients wish to be seen in order to fulfil the Service Level Agreement Requirements</li> </ul>  | E |   |
| <b>Personal Attributes and Approach</b>  |   |   |

# Mind in Croydon

|  |          |  |
|--|----------|--|
| • Values people and sees their potential, worth and strengths  | <b>E</b> |  |
| • Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person’s experiences, beliefs | <b>E</b> |  |
| • Works inclusively respecting the diversity of each person’s experience, and their particular background or cultural context  | <b>E</b> |  |
| • Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required                                   | <b>E</b> |  |
| • Shares responsibility for their own personal development   | <b>E</b> |  |