

Job Description & Person Specification

Crisis Service Team Lead, Crisis Support Drop-In Service (CSDI)

Role	Crisis Service Team Lead - CSDI
Hours and Work pattern	Full-time, working an average of 37 hours per week, flexed over each calendar month. This role requires the post holder to; ✓ understand that a flexible working pattern is essential to this role, ✓ understand that the Team they are managing are contracted to work the shift pattern below (in bold), ✓ that while this may require some weekend work, the role is predominantly a daytime role so the work pattern shall include; • Regular hours on selected weekdays, Monday to Friday, with the ability to either choose regular days off in the week, or provide for complete flexibility, providing that work commitments, workload, etc. are completed. • A need to be available <u>at specific times/days, as required</u> on weekends to support Service Staff, perform one-to-one's check in with staff either on-site, online or with phone contact as appropriate as required from time to time. NOTE: This does not mean the post holder will be working every weekend, but will manage their diary accordingly, in order to provide for the above tasks to be completed, as required, to support CSDI Staff and ensure the service is both fully staffed and delivered as required. • There may be the occasional need to be available to provide cover for occasional shifts, subject to the needs of the service. NOTE: "A shift" for the purposes of this service is; a single shift period working at a given site on a Friday or Saturday evening 5.30pm to 11.30pm or Sunday afternoon 2.00pm to 6.00pm. Such hours worked may be taken as time of in lieu or considered part of the usual working week, dependant on the reason for working any such shifts.

Working Pattern	The Crisis Service Team Lead will support the delivery of the service by; ✓ Ensuring services are fully and appropriately staffed. ✓ Working such hours across the week, including weekends as may be required to ensure the delivery of the service. ✓ Attending such meetings, events and activities as may be required both for the service and in the role. NOTE: This Service runs year-round including public holidays that fall when the Crisis Service is usually open and so ensuring the service is fully staffed at all times is the principal priority at all times.
Salary	£28,840 pa
Contract	Fixed term contract until 31 st March 2027, with potential for contract extension, there-after, subject to funding.
Holidays	Annual leave 25 days per annum plus UK public/bank holidays. NOTE: Time off in Lieu (TOIL) is also provided for within this role in addition to earned annual leave.
Probation period	3 months
Accountable to	Services Lead – Line Manager
Location/Base	The post holder will be assigned to one of the following CSDI sites Buxton, Ripley, or Swadlincote, or Derbyshire Mind's main office in Derby West, Mackworth, whichever is nearest to their home address.

Job Purpose

The purpose of this post is to be the lead member of staff for the Crisis Support Drop-In Service, co-ordinating all aspects of service delivery, across all three sites, including line managing staff and volunteers, developing efficient systems and processes, and ensuring the service is delivered reliably, efficiently and effectively in line with contract key performance indicators, stated outcomes and goals.

While the Crisis Service Team Lead will be assigned to a single site as their usual place of work, the Crisis Service Team Lead's role will include providing occasional shift cover and supporting CSDI staff and volunteers across all sites, subject to the needs of the service.

Job Summary

Derbyshire Mind's Crisis Support Drop-In Service (CSDI), working in partnership between Derbyshire Mind and our partners, is an inclusive and supportive out of hours mental health crisis support service. The service provides a safe and welcoming alternative to A&E and other statutory urgent care services for any person who self-defines as needing immediate non-clinical help with their mental health and emotional wellbeing.

The Crisis Service Team Lead is responsible for co-ordinating all aspects of the service across all sites. The role includes, the line management of members of the CSDI Team, co-ordinating site staff and volunteer rotas, ensuring all shifts are properly and safely staffed, providing staff one-to-one sessions, leading CSDI team meetings, recruitment of volunteers and paid staff, ensuring all necessary resources are maintained as required for the smooth running of the service, collating and reporting on activity and data and outcomes, reporting staff overtime to the Head of Central Services, responding to local enquiries, general service administration, liaising with the Services Lead, so that the service can deliver on its objectives.

Principle Duties, Role and Responsibilities

The key responsibilities of the Crisis Service Team Lead are to:

1. Lead on local service delivery of the Crisis Support Drop-In Service, by line-managing all paid Staff and Volunteers, including;
 - ensuring all shifts are properly staffed,
 - authorising annual leave,
 - conducting line management meetings,
 - conducting individual supervision sessions with all local staff, including Bank workers and Volunteers as appropriate.
 - providing emotional and wellbeing support to staff including volunteers,
 - carry out all administrative tasks as required for the proper delivery of the service, and so on.
2. Create, coordinate, and communicate to all site staff and volunteers shift rotas (at least 6 weeks in advance), ensuring any gaps caused by planned or unplanned leave/absences are covered.
3. Provide short-term cover for the service by working CSDI shifts as and when required.

NOTE: Providing shift cover will not be the principal part of this role. Any shifts worked will be considered part of the role's contracted hours for that week. Any additional hours worked will be recompensed through the Time Off in Lieu (TOIL) arrangement.

4. Keep an accurate log of staff hours worked and report monthly variations, overtime, sick leave, annual leave, etc. hours to the Services Lead.
5. Ensure CSDI staff, including volunteers attend their required supervision sessions [reflective practice], staff meetings, one-to-one sessions training, etc.
6. Assist in the recruitment and induction of new CSDI Support Workers and lead the recruitment and induction of local volunteers.
7. Provide all administrative support to the team and service; Including responding to telephone, email, and written enquiries following the service's standard operating procedure using a high level of initiative and responding in a confidential and sensitive way as required.

8. Proactively working to continuously improve the service by working with the Services Lead, partners and Derbyshire Mind personnel to consider and then implement improvements to the service and its provision/delivery.
9. To ensure that the service databases are up to date and all data is entered appropriately so that clients can be managed appropriately, and service reports can be run.
10. To support staff and volunteers in developing their skills and accessing training as appropriate/required, both in-house and external.
11. Hold responsibility for local staff health, safety and welfare in line with Derbyshire Mind's Health and Safety policies, procedures and guidance, including for example, risk assessments, reviews, reporting, safeguarding, incidents/accidents, premises issues.
12. Be the first point of contact for managing all communications with external and partner organisations/agencies as an essential part of the role. i.e. Statutory services, clinical teams, NHS Services, partner organisations in Voluntary, Charity and Community Sector, etc.
13. Work positively as part of all partnerships and the wider multi-disciplinary and multi-agency crisis alternatives teams across Derbyshire.
14. Facilitate and attend both internal and external meetings as required, representing Derbyshire Mind and promoting the CSDI Service.
15. Play an integral role in instilling Derbyshire Mind's values through all service provision.
16. Lead on and be responsible for raising local and wider awareness of and about the Crisis Support Drop-In Service so that local organisations know what is on offer and how it works.
17. Help ensure that the service is, and remains, accessible to all individuals and groups including; younger adults, women with children, black and minority ethnic communities, veterans and groups who may have more difficulty in accessing mental health services.

Supervision, training, meetings, and support

18. Undertake training as required or considered appropriate for the role.
19. Actively participate in regular clinical supervision sessions (Reflective Practice), staff/team meetings and one-to-one sessions.
20. Participate in Individual Performance Review and Personal Development plans, and undertake training and development as identified within these discussions and as indicated by the requirements of the post.

21. Be proactive in reviewing and evaluating personal performance and identifying areas for improvement and development.

General

22. As far as is reasonably practicable, to ensure the service is properly staffed across all three sites at all times.
23. Maintain the confidentiality of information about clients and other services, in accordance with Derbyshire Mind's policies and procedures.
24. Keep up to date on all matters relating to Derbyshire Mind's policies and procedures, and adhere to these at all times.
25. Be familiar with matters relating to health and safety management and work in accordance with Derbyshire Mind's Health and Safety policy and procedures.
26. Derbyshire Mind is committed to Equality, Diversity and Inclusion for all, at all times. Therefore, it is expected that all employees and volunteers understand, support and apply this policy through their working practice, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.
27. Represent and be an advocate and role-model for Derbyshire Mind.
28. Carry out any other duties as are within the scope, spirit and purpose of the job, as requested by your Line Manager and/or senior members of staff.

This job description is not intended to be an exhaustive list of all duties. It may also be subject to joint review from time to time between the post holder and Derbyshire Mind.

Person Specification / Selection Criteria

Category	Essential Criteria	Desirable (but not required) Criteria
Education & Qualifications	Good level of general education, including English and Maths at GCSE grade C and above.	Leadership/management training and/or administrative qualifications
Experience	<u>Administrative Experience</u> Experience of working in an administrative role Experience of coordinating a small service or team Experience of the line management, supervision and development of staff Good IT and technology skills in order to perform a number of administrative functions including using case management system, manage emails and documents using Microsoft programs, writing reports, etc. Experience of working on own initiative and as a member of a team. Good interpersonal and communication skills, both verbal and written. Experience of working in a public facing role and maintaining a polite and compassionate manner. <u>Operational Experience</u> Active listening skills. Ability to gather and interpret information, problem-solve, make decisions and act. Knowledge of common mental health conditions and issues affecting adults with mental health issues. Ability to communicate with different range of cognitive abilities e.g. learning difficulties, age difference, language	Experience of working for a mental health organisation or similar Experience of working within the voluntary sector Experience managing rotas and timesheets Experience of recruiting, working with and supporting volunteers. Experience of coordinating services which operate outside normal business hours, evenings, weekends and on call

	differences, non-verbal attendees. Ability to plan and manage and prioritise own workload in line with shift requirements. Understanding of working within safeguarding, data protection, confidentiality and equality frameworks. Ability to remain calm in stressful situations	
Skills, Abilities & Knowledge	Knowledge of de-escalation techniques and resources. Ability to seek and acquire knowledge of local services available to attendees. An understanding of the principles, philosophy and practical applications of the Person-Centred Approach An understanding of the issues faced by individuals from minority groups Monitoring and evaluation skills Strong organisational and administrative skills and knowledge Strong IT skills, including proficient in the use of Microsoft Office programmes. Strong team management skills to support and supervise staff. Strong planning and problem solving skills. Strong verbal and written communication skills. Ability to deal with conflict, stay calm, and work with a solution-focused approach. Understanding of working within safeguarding, data protection, confidentiality and equality frameworks.	Knowledge of the local area. Knowledge and understanding of relevant statutory authorities including NHS and social care. Knowledge of Co-Production methods. Knowledge and understanding of mental health issues and mental health crisis.
Personal Characteristics	Professional, compassionate and supportive approach Reliable and organised, with a 'can-do' attitude Highly motivated and able to learn quickly, willing to seek advice appropriately.	

Ability to Work Flexibly	Car driver with own vehicle to get to and from site and other locations as required for the role (as will sometimes be working outside of Public Transport operating times). Willingness and ability to work flexibly in terms of working outside of normal office hours and supporting a service that needs to run all year round.
Other	The following are required of all roles with Derbyshire Mind. ✓ Understanding the need for confidentiality and where to set the boundaries for confidentiality. ✓ Be a role model of best practice and promote professional boundaries. ✓ Genuine interest in and commitment to Derbyshire Mind's work and client population. ✓ Strong commitment to equality, diversity and inclusion. ✓ Strong commitment to the involvement of people who use services, social inclusion, recovery and partnership working. ✓ Strong commitment to the values and ethos of Derbyshire Mind. ✓ Willingness to work flexibly in response to changing organisational/service requirements.