



Job Title: : Mental Health Community Crisis Service (Out of Hours) Coordinator x 2 vacancies

Hours: Role 1: 16 hours
Role 2: 12 hours

Holidays: 35 days per annum, including public holidays (pro rata)

Location: Devonshire Road, Bexleyheath

Contract Length: Until 31st March 2024

Salary

16 hours per week @ £16 per hour = annual salary of £13,312 (based 37.5hrs per week FTE)

12 hours per week @ £16 per hour = annual salary of £9,984 (based 37.5hrs per week FTE)

About Mind in Bexley

We believe no one should have to face a mental health problem alone. We work to reduce the stigma associated with mental health, support people in their recovery and champion better services for all. We believe that with the right support and resources everybody can create a life that feels meaningful irrespective of the presence of symptoms. Mind in Bexley is a local Mind mental health charity offering an extensive range of support, advice, and information to communities in Bexley and East Kent. The purpose and objects of the charity is 'to promote the preservation and the safeguarding of mental health and the relief of persons suffering from mental disorder'. We promote well-being and work to reduce poor mental health and the stigma associated with it. We support people in their recovery and champion better services for everyone. We seek to meet these purposes by undertaking a wide range of therapeutic and non-clinical mental health activities within Bexley and East Kent, including direct therapeutic support of individuals, advice, advocacy, recovery and employment services, and campaigning to reduce the stigma of mental health and to raise awareness of mental health issues. Mind in Bexley are contracted by the Bexley Clinical Commissioning Group to provide the NHS funded IAPT Service for Bexley.

Purpose of the role:

The Bexley Crisis Service offers out-of-hours support to adults in Bexley whose mental health is becoming overwhelming. We provide a safe, non-clinical, supportive environment to people experiencing a mild to moderate mental health crisis, as an alternative to attending A&E. It is open 7 days week. The Crisis Café aims are to support residents to stay well in Bexley and develop a wellbeing toolkit that will reduce further risk of harm.

As Crisis Service Coordinator, you will be leading a small staff team ensuring that the needs of the people accessing the Crisis Service are met. You will be a key collaborator ensuring that the staff and people accessing the service are supported efficiently and effectively in line with the service operational policy and specification.



Responsibilities

As a Crisis Service Coordinator, you will supervise designated staff providing them with an appropriate level of support and supervision. You will also be responsible for effective management of operational and quality assurance requirements and processes.

You will be responsible for developing a broad knowledge of stakeholders to ensure that care and support provided is suitable, takes a holistic approach and mitigates risk of potential harm.

The role requires robust and enthusiastic leadership that will develop the team's abilities and skills, enhancing the quality of care being provided.

Key Tasks

- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld where staff can do their best.
- Establish a safe working environment where health and safety guidance and policy are actively encouraged and implemented.
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process, learning and development and team meetings.
- Responsibility for service operational management
- Produce performance and impact monitoring information
- Support the team to appropriately respond to risk and ensure all safeguarding and risk mitigation practices are followed
- Complete triages, assessments and develop individualised wellbeing plans
- Deliver brief interventions including but not exclusive to de-escalation support; practical, emotional support, safety planning, referrals and signposting
- Use a person-centred approach to enable the service user to access a range of services and activities to successfully achieve their recovery goals
- Contribute in the recruitment and selection activities as delegated
- Participate in regular supervision with manager



Person Specification

(E) Essential : required for shortlisting

(D) Desirable

Experience and skills required

- Experience in managing/ supervising others (E)
- Experience of working in a person-centred way in a health, social or community capacity (E)
- Experience of providing support to people with acute mental health difficulties (E)
- Experience of delivering brief interventions including comprehensive assessments and SMART care planning (E)
- Experience of demonstrating impact and user outcomes (E)
- Ability to work from an asset-based approach, building on existing community and personal assets (E)
- Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities (E)
- A commitment to reducing health inequalities (E)
- Experience of working within a framework of confidentiality and with access to sensitive personal data (E)
- Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders (E)
- Excellent organisation and time management skills, including ability to plan and prioritise own workload (E)
- Ability to understand objective/s, plan effective and deliver outcomes (E)
- Ability to use IT systems, packages and electronic resources for service provision and a keen adopter of digital technology and flexible working methods (E)
- Health and Social Care or equivalent qualification (D)
- Existing knowledge of local services and resources (D)