

Team Leader Job Description

The Service

The Safe Spaces is a collaborative service run in partnership with The Cellar Trust, Bradford District and Craven Mind, Bradford District Care NHS Foundation Trust and Bradford Metropolitan District Council. It offers a calm and friendly alternative to A&E for people in mental distress between the hours of 12.00 noon – 2.30am, 365 days per year; it is available to people who live in Bradford, Airedale, Wharfedale or Craven. Safe Spaces is a non-clinical, supportive environment designed to help people in crisis stay safe, work through and understand their feelings, and then support them to access the support they need going forward.

The Role

You will lead a team of Crisis Support Workers to ensure the effective running of the Safe Spaces service. You will also deliver one-to-one crisis support to clients face to face or over the telephone. Safe Spaces is a non-clinical, supportive environment designed to help people in crisis stay safe, work through and understand their feelings, and then help them to access the support they need going forward.

Who you are

This role will appeal to those who have an empathetic, non-judgmental approach, and who are passionate about supporting people to create positive changes in their lives. You will need to be confident in managing people and working both independently and as part of a team, and will be passionate about supporting others.

What you will do

- Provide day to day supervision and support of Crisis Support Workers and relief workers, and ensure the effective running of the service.
- Lead and manage shifts, including effective handovers, organising rotas/covering absences, lead team meetings and taking responsibility for safeguarding, health and safety and ensuring that organisational policies and procedures are followed and escalated appropriately
- Support the Service Lead in a range of duties including the management of safeguarding concerns, interviewing, reporting, client feedback & engagement, auditing records and any other duties deemed appropriate.
- Assist in risk assessments with multi-disciplinary staff, highlighting any changes in clients' presentation relevant to their safety plan and feedback accordingly
- Deliver one to one support sessions (face to face, phone, video, instant messaging) to people in mental health crisis in a recovery-focused and person-centered way, including making onward referrals where appropriate
- Manage referrals and book appointments
- Ensure accurate records are kept in a timely manner of all contacts on MYMUP (client management system)
- Provide mentoring support to colleagues by sharing experience and knowledge gained
- Commit to training and self-development and to undertake any training required to carry out the duties of the post.
- Work in accordance with all relevant organisational policies and procedures.
- Perform any other duties relevant to the post, taking a flexible, team-based approach to the role.

Our organisation

Bradford District and Craven Mind is a registered charity with a clear purpose to promote mental wellbeing and empower and help people experiencing mental health problems to manage and work towards recovery and fulfilment. We do this through:

- Building community and individual resilience for better mental wellbeing
- Providing early intervention advice and support
- Supporting people in crisis
- Empowering and helping people to recover and sustain improved wellbeing.

Our values

Our team is committed to five values which underpin everything we do:

- Caring always
- Working together
- Supporting everyone
- Enabling all
- Improving continually

What we offer

- Clinical supervision to staff
- Staff engagement forums
- Casual Dress
- Supportive management team who are committed to enhancing staff wellbeing
- Opportunities for progression and development
- Employee Assistance Programme inc. payment towards healthcare expenses, access to GP appointments.
- Life Assurance Scheme
- Holiday allowance 25 days plus Bank Holidays (pro rata) increasing to 28 days plus Bank Holidays with service.
- Pension - we operate a 4% contributory pension scheme which you will be auto-enrolled into (subject to the conditions of the scheme).

Person Specification

Knowledge

- Level 3 or above qualification in a relevant field OR at least 2 years relevant experience
- Understanding of key current issues within mental health, and potential challenges that people may face
- Knowledge of health and social care services in Bradford and Craven

Experience

- Experienced and confident in recognising and responding to risk and safeguarding concerns for adults, children & young people
- Experience of mentoring/coaching others or supporting a team
- Experience of building and maintaining relationships with a range of stakeholders
- Experience of working with Children or Young People or adults in a health, social care or other relevant setting
- Experience of working in a multi-agency way

Skills

- Excellent verbal and written communication skills in English
- Wide range of IT skills and computer literacy, including Microsoft Applications and electronic client record systems
- Excellent planning and organisation skills, including an ability to manage complex issues and a demanding caseload
- Ability to make decisions, act on own initiative and operate in a proactive manner
- Ability to work as part of a team
- Keen attention to detail

Personal Qualities & Values

- Healthy and secure personal boundaries
- Committed, passionate and enthusiastic with a can do and flexible attitude
- Commitment to driving, delivering and championing a person-centred and non-judgemental approach
- Committed to equity, diversity and inclusion and developing greater awareness in these areas
- Understanding of and commitment to Mind in Bradford values

Other

- Ability and willingness to travel across the district if required