

**JOB DESCRIPTION**

**CRISIS SERVICE BANK TEAM LEADER**

Grade: NJC Scale Point 23 - £30,151 pa/pro rata. £15.63 per hour

Plus, an additional unsociable hours payment of £2.00 per hour from 9.00pm- 2.00am

Hours: BANK HOURS ONLY

Responsible to: Crisis Service Team Leaders

Employing body: Touchstone Board of Trustees

Place of Work: Various service locations across Kirklees, Leeds, Rotherham and Wakefield

**The post will involve regular face to face work (including bank holidays) in the evening and at night usually between the hours of 5pm-1am.**

**Please be aware that all staff are responsible for arranging their own transport to and from working locations.**

**We are unable to provide sponsorship for these roles.**

**BACKGROUND TO SERVICE**

Our Crisis Cafes and Safe Spaces provide support to individuals who are struggling to cope in an evening (6pm-Midnight) and feel they need support.

We operate 7 nights a week, 365days a year across multiple sites and 4 areas in Yorkshire. Our Kirklees and Rotherham services support people aged 18+ and our Leeds and Wakefield services support people aged 16+.

The aim of our service is to reduce A&E admissions and emergency service intervention for people experiencing mental health distress, by providing a safe alternative space. We deliver 1-to-1 support to de-escalate crisis and listen to individuals immediate concerns, as well as providing social activities based on distraction and coping techniques to empower self-management and prevent future crisis.

The post holder will provide leadership to the team, including managing the day-to-day delivery of the service and supporting people in acute distress, including one to one support, support planning and liaising with local services.

We are looking to recruit people with personal experience of mental distress and substantial experience of supporting people in crisis, including working with people at risk of suicide and self-harm and supporting people from BME and LGBT communities.

**PURPOSE OF THE JOB**

* To lead the day-to-day delivery of the Service
* To provide effective leadership and performance management of the Well-bean Café and the team of staff.
* To work closely with the Service Manager to engage with key stakeholders, including A&E, Acute Liaison Psychiatric Service, Crisis Assessment Service,and other voluntary sector organisations.
* Working with people in acute states of distress and who use a variety of coping mechanisms. This involves working with people who use substances and people who self-harm.
* Supporting people who are expressing suicidal thoughts and feelings.

**ONGOING LEADERSHIP**

1. To provide leadership and direction to the Well-bean Crisis Cafe staff and volunteers.
2. To fully involve attendees in service development and delivery.
3. To provide a culturally sensitive and accessible service.
4. To work closely with the service manager and other team leaders to share ideas, reflect and provide continuous improvement.
5. To provide support to individuals who are experiencing crisis and acute distress, including one to one support, support planning, liaison with local services and signposting.
6. To work with the service manager to establish protocols and support staff so that the team can ensure that the maximum number of individuals can access the service, whilst maintaining safety.
7. To ensure that effective support is given to all staff, volunteers, and attendees.
8. To analyse the needs of attendees, develop and manage innovative means of improving access to support.
9. To provide regular feedback to referrers, commissioners, Touchstone Senior Management Team on activity and effectiveness of the Service.
10. To ensure that staff maintain full, accurate and up to date confidential records.
11. To ensure information is dealt with in accordance with Touchstone’s policies; communication, internet, email, and telecommunications and steps are taken to ensure confidentiality information is secure.
12. To liaise with relevant colleagues to ensure that ICT equipment and other resources are available and maintained to the necessary standards to support service delivery.
13. To adapt and implement existing policies and procedures in line with the needs of the service.

**MANAGEMENT OF STAFF**

1. To ensure that staff cover is maintained according to safety and service requirements.
2. Provide day to day management of the service, and to support the staff and volunteers to meet the needs of the attendees.
3. To provide regular support and on shift debriefs to staff to maintain wellbeing and effective practice.
4. To collate, analyse and respond to performance management data.
5. To identify training needs and facilitate training and staff development opportunities where appropriate.
6. To co-ordinate and undertake, training (mandatory and optional) to increase knowledge, skills, and awareness in relation to the needs of the Touchstone and the Service.

**GENERAL**

1. To be accountable and work closely with the service manager and Board of Touchstone, Committees and Management Team in order to further the work of Touchstone and the Crisis Service.
2. To be inducted, supervised, appraised, and trained in line with the organisation’s policies procedures and practices.
3. To be responsible for personal learning and development where appropriate and undertake learning and developments activities, both mandatory and optional, to increase knowledge, skills, and awareness.
4. To ensure information is dealt with in accordance with Touchstone’s policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g., service user data.
5. To ensure that Data Protection, Health & Safety, Complaints Handling and Corporate Governance requirements are met.
6. To be an active member of Touchstone’s Management Team and to undertake any work arising from it as appropriate.
7. To operate within the aims, policies and practices of Touchstone at all times.
8. To undertake any other duties as directed by the Service manager that may reasonably fall within the scope of the post.
9. To provide information about Touchstone as a whole and in particular the service to, people/agencies interested in the organisation’s work.
10. To be aware of and employ the general practices of organisational Safeguarding and Health and Safety policies and ensure these are adhered to at all times.
11. To implement Touchstone’s policies and practices and comply with the aims of Touchstone at all times. To be committed to the organisation’s Equal Opportunities and Anti Discriminatory Policies and to promote this with staff, Board of Touchstone, partners, attendees and carers.
12. To undertake any other duties as directed by your Line Manager that may reasonably fall within the scope of the post

July 2023