

**Job Title:** Crisis Alternatives Manager

**Reporting to:** Community Services Manager

**Location:** Harlow (Travel across West Essex essential)

**Hours:** 37.5 per week (mainly between the hours of 4pm and 11pm)

**Pay:** £18.62 per hour (£36,406.76 per annum)

**The organisation:**

Mind in West Essex is a local, independent mental health charity. We affiliate to Mind (the National Association for Mental Health) a charity with which we share common values and principles.

Our vision is for West Essex to be a place where people talk openly and positively about mental health, and where everyone gets the support and respect needed to live well.

We embrace diversity and understand that being an inclusive organisation and recognising different perspectives, will enable us to provide excellent services.  We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

**About the role:**

The Crisis Alternatives Manager will be responsible for overseeing the day-to-day operations and ensuring the effective and compassionate management of  the West Essex mental health crisis alternative service. The role involves coordination and management of staff, implementing policies and procedures, and creating a supportive environment for individuals experiencing mental health crises.

**Service Objectives:**

* To provide outside of usual working hours support to people experiencing a mental health crisis as an alternative to hospital admission.
* To improve the mental wellbeing of people experiencing mental health crises in West Essex.
* To increase early access to help for people experiencing mental health crisis by providing a clear and effective pathway to services provided.
* To contribute to an improvement in individual mental wellbeing.
* To reduce the use of police, ambulance and statutory mental health services for people experiencing crisis.
* To contribute to the effective delivery of Crisis Support in partnership with Essex Partnership University NHS Trust, as part of the Hertfordshire and West Essex ICS.
* To liaise with West Essex CCG, Essex Partnership University Foundation Trust and the Hertfordshire and West Essex Integrated Care System (ICS) on delivering the West Essex Crisis Alternative as part of the wider Crisis Transformation agenda.
* To support a small number of people requiring practical and emotional support in a supportive safe environment
* To welcome people referred to the service and address immediate presenting issues.
* To support service users to develop emotional management, personal and life skills to enable them to grow in self-confidence and attain greater independence.
* To develop links with a range of external agencies including accommodation providers, health services, police, housing, debt advice, drug and alcohol services etc.

**Key Task Areas and Responsibilities:**

Leadership and Team Management:

* + Provide strong leadership to the sanctuary staff, including recruitment, training, and supervision.
	+ Foster a positive and collaborative work environment, encouraging a culture of empathy, respect, and open communication.
	+ To create, manage and maintain staff rotas for Mind in West Essex Crisis Alternative Services
	+ To work as part of the Mind in West Essex Management Team on the development and delivery of the Operational Plan
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Service Development and Implementation:

* + Design, implement, and evaluate crisis intervention programs and services to meet the needs of individuals seeking support.
	+ Collaborate with mental health professionals to develop and enhance support strategies for guests.
	+ To develop the Mind in West Essex Crisis Alternatives offer in Partnership with our ICS partners as part of the ongoing Mental health Transformation programme.

Policy Development and Compliance:

* + Develop and enforce policies and procedures to ensure the safety and well-being of people using the service, staff and volunteers.
	+ To follow all of Mind in West Essex policies and procedures.
	+ Work in a way that acknowledges the personal, social, cultural and spiritual strengths and needs of the individual.
	+ Stay informed about relevant mental health laws and regulations, ensuring compliance with legal requirements.

Crisis Intervention and Support:

* + Provide guidance and support during mental health crises, collaborating with trained professionals to address immediate concerns as appropriate.
	+ Foster an environment that promotes de-escalation and the use of non-restrictive interventions.
* Community Outreach and Collaboration:
	+ Establish and maintain positive relationships with EPUT, ICS, PCN’s community partners, and government agencies.
	+ Actively participate in community events and initiatives to raise awareness about mental health and the sanctuary's services.
	+ To promote Mind in West Essex, our values, ethos and brand externally whenever opportunities arise.
* Budget Management:
	+ Manage the budget for the sanctuary, ensuring efficient use of resources and financial sustainability.
	+ Identify potential funding sources and grants to support the sanctuary's mission.
* Data Collection and Reporting:
	+ Maintain accurate records of sanctuary activities, including demographics, interventions provided, and outcomes.
	+ Prepare regular reports for senior management, trustees, stakeholders and funders.
* Quality Assurance:
	+ Implement quality assurance measures to continuously improve the sanctuary's services.
	+ To work in accordance with Mind in West Essex Aims, Objectives and Values.
	+ Conduct regular evaluations and assessments to identify areas for improvement.
	+ Proactively share areas of concern with the Community Services manager and CEO.

**Person Specification**

| **Crisis Alternatives Manager**  | **Essential Criteria** | **Desirable Criteria** |
| --- | --- | --- |
| **Qualifications** |  |  |
| A relevant counselling, social work, occupational therapy, mental health nursing, or social care qualification or equivalent experience |  | X |
| Minimum of 2 year working in mental health services, in a supervisory capacity | X |  |
| A relevant management or team leading qualification or the willingness to work towards this. | X |  |
| Evidence of continual professional development | X |  |
| **Knowledge** |  |  |
| Understanding of the principles of trauma informed care and a person-centred approach to care. | X |  |
| Understanding of the relationship between mental health and social issues and how these may impact on physical, mental, and emotional wellbeing. | X |  |
| Knowledge of working within safeguarding, data protection, confidentiality, and equality frameworks | X |  |
| Knowledge of risk assessment and risk management in a mental health setting. | X |  |
| A sound understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults. | X |  |
| **Experience** |  |  |
| Support and Supervision of staff | X |  |
| Experience of the assessment and referral processes in health care setting |  | X |
| A creative and flexible approach to working with individuals. | X |  |
| **Skills and Abilities** |  |  |
| Ability to deal with stressful and difficult situations in a calm manner.  | X |  |
| Experience managing staff timetables and rotas |  | X |
| Ability to work unsocial hours and on a shift rota covering 7 days per week. | X |  |
| Ability to travel to work across West Essex during unsocial   hours. | X |  |
| Good IT skills including Word, G Suite, Excel and PowerPoint, with proven ability to input and extract information and produce reports |  | X |

This Job Description will be subject to review in light of changing circumstances and is not intended to be rigid or exhaustive but should be regarded as providing guidelines within which an individual operates.