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**MIND IN CROYDON**

**JOB DESCRIPTION**

**Recovery Space (crisis café) Manager**

1. Mind in Croydon is a voluntary organisation concerned with the welfare of people with mental health problems living in the London Borough of Croydon. Its projects include an Advocacy Service, a Welfare Benefits Advice Service, a Social Networking Service, a Counselling Service, an Information Service, an Employment an Active Minds Service and a Social Inclusion Service located at Fairfield House.
2. Based at Fairfield House, 10 Altyre Road, East Croydon although required to work at other sites within Croydon as requested by the Manager.
3. Responsible for: 4 staff .
4. Responsible to: the Social Networking Service (SNS) Manager.
5. Mind in Croydon is piloting a Recovery Space (crisis café) for Croydon Clinical Commissioning Group from our SNS. The Recovery Space operates in the evenings with people triaged by the Emergency Department of Croydon University Hospital or from the Crisis Assessment Team (CAT). They are sent to or brought to Mind if they cannot make their own way there. A RAG rating system where red is unsuitable, and amber/green is suitable operates.

**Main purpose of job:**

The aim of the service is to divert people, who would be better supported elsewhere, away from Accident and Emergency (A&E) and other crisis services in Croydon. The Recovery Space (crisis café) Manager leads this provision of a non-clinical, warm and welcoming setting to support and hold individuals during the evening. Mind in Croydon will operate the Recovery Space during the hours of 6pm – 11pm 7days/week, 365 days of the year. Referrals will not be accepted after 10pm for attendance that night.

**Tasks:**

1. To manage as well as work as part of a team including Recovery Space staff providing the day-to-day operational delivery of the Crisis service, including 1:1 support for no more than 300 service users per month/10 service users per day
2. To work to ensure all contractual and reporting obligations are met including: representing the Recovery Space (crisis café) at meetings; compiling stats on information management systems (including Views database) on attendees and analysing/interpreting these to report back via monthly and quarterly monitoring
3. To meet monthly, quarterly and annual targets against KPIs
4. To promote the highest quality of service by liaising with relatives, carers, and local services including external agencies and other voluntary sector organisations as necessary
5. To take part in recruitment, and ensure staff are fully supported and managed using Mind in Croydon’s performance management processes (staff supervisions, appraisals etc) while working within safe parameters and professional boundaries
6. To carry forward any disciplinary, grievance or other issues relating to staff, liaising with Mind in Croydon’s Head of HR and Head of Service Delivery
7. To promote service users’ views and needs throughout all aspects of the project including follow-up calls for clients and collating satisfaction surveys
8. To facilitate clients to move closer towards volunteering/employment roles
9. To monitor, respond as necessary and report on complaints, compliments, incidents/serious incidents, SUI’s (Serious Untoward Incidents) to fall in line with service delivery protocols, safeguarding referrals, and onward referrals to other agencies
10. To promote the service and positive experiences of clients

**16.General**

i. To work as a member of a team, communicating with others in writing and face to face, taking part in staff meetings and team meetings.

ii. To maintain quality standards in accordance with Mind in Croydon’s policies and procedures.

1. To accept line management and supervision from the post holder’s designated line manager and to engage constructively in this process.
2. To accept the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by the post holder’s designated line manager.
3. In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.
4. Staff will be responsible for respecting and maintaining personal and professional boundaries concerning relationships with service users, volunteers and other staff. Also to act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon Ltd. It is the responsibility of all staff to inform a member of the senior management team immediately if service users, volunteers or staff do not comply with the above.

**17. MIND IN CROYDON POLICIES**

* 1. EXTERNAL RELATIONS

The post holder may only submit written material or speak to the press in accordance with the Mind in Croydon guidelines for contact with the media.

* 1. USER PARTICIPATION

Mind in Croydon is committed to encouraging full participation of service users in the planning and running of all aspects of its work. All staff are expected to assist and encourage users to take full responsibility in the day-to-day activities of the project.

* 1. EQUAL OPPORTUNITIES

Mind in Croydon is committed to an Equality and Diversity Policy and is opposed to discrimination on any grounds. All employees are required to work within this policy.

* 1. CONFIDENTIALITY

All employees of Mind in Croydon are expected to respect the rights of clients to privacy and confidentiality as far as possible within the constraints of legal requirements and the safety of other people.

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