

Job Description Team Leader: Safespace

Job title:	Team Leader: Safespace
Responsible to:	Service Manager / Operational Manager
Salary:	£31,200 annual pro rata (£23,296 actual) + 5% pension
Contract:	Fixed-term until 30 th September 2027
Hours:	28 hours per week; regular evening and weekend working will be required
Annual Leave:	34 days pro rata including bank holidays
Based:	Halifax office; travel required

This post is subject to an enhanced DBS check.

Background:

Safespace offers instant access to 1-1 emotional support to Calderdale residents aged 16+.

The aim of Safespace is to support people in the moment of distress. It is an opportunity for people to talk things through so that immediate distress is lessened and they can keep themselves safe, at least until the immediate circumstances are resolved or other support becomes available. A key part of the team's work is to signpost and support people into longer term support or support more specific to needs if appropriate. For some people, this may be a period of distress which can mean they are in touch with the service multiple times.

Safespace has been operating for seven years and has become a key service in Calderdale's mental health system. Safespace is central to Healthy Minds' vision, mission and values, through which we aim to achieve our strategic outcomes:

- That people across Calderdale are more comfortable talking about their mental health.
- That people are better equipped to manage their own mental health and to support other people.
- That people know where to get help when they feel unable to manage their own mental health, including by:
 - Deescalating critical situations through in the moment support available every day and evening.
 - Reducing pressure on A&E through increased awareness of capable, dedicated alternatives.

Job Summary:

The Team Leader will support the development and delivery of Safespace, particularly with regard to 7 day opening. This is a new role in the service, working alongside the current Safespace Service Manager, Operational Manager and the team of Safespace Project Workers and Relief Workers.

MAIN TASKS & DUTIES OF THE ROLE

To work with the current Safespace Service manager, staff and volunteer team to deliver Safespace across 7 days/evenings on a shift rota basis (28 hours equivalent to 4 x 7-hour shifts per week; some shifts will be in evenings and on weekends).

- Work with the Safespace team, including volunteers, to develop and maintain safe and effective Safespace daytime, evening and weekend provision, including outreach with a range of other agencies and organisations such as foodbanks
- To be responsible for rotas, arranging cover, and ensuring shifts can run safely and effectively and where necessary providing hands-on delivery

- Support the team on shift:
 - facilitating shift handovers and debriefs from previous shifts
 - Directing staff to any issues and ensuring appropriate follow up
 - Day-to-day team management, addressing any in the moment concerns
 - Supporting the volunteer-led Sunday Social, providing volunteers with peer and one to one supervision
 - To provide support to staff and volunteers to manage risk and address safeguarding concerns, including on-call support
- To be responsible for induction and training of new and relief staff
- To deliver informal learning opportunities and workshops to staff and/or volunteers
- Maintain effective working relationships with partners and relevant services (such as Home-Based Treatment Team, West Yorkshire Police, Yorkshire Ambulance Service and A+E), including within Healthy Minds, to ensure coherent and good working relationships across services to best support service users
- Support internal and external reporting and monitoring requests, being proactive in developing the service in response to findings
- Ensure feedback from service users is sought and utilised in a transparent and effective way, through service user reviews
- Represent Healthy Minds and Safespace at relevant meetings e.g. steering group meetings, networking etc.
- To be involved in publicising the service, particularly through social media
- To keep the Manager informed about serious and untoward incidents, safeguarding issues, Health & Safety concerns, staff welfare, service monitoring and service-user feedback
- To deputise for Service Manager where necessary attending internal and external meetings
- To maintain, develop and be committed to the ethos of Healthy Minds as a service-user-led organisation

General

- To be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness.
- To operate within the aims, policies and practices of the charity at all times and to be committed to and promote the organisation's equal opportunities and anti-discriminatory policies.
- To work with commitment /adherence to Healthy Minds Values
- To ensure information is dealt with in accordance with the charity'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.
- To undertake any other duties as directed by the Manager, in line with the responsibilities of this post.

The person specification further outlines the expectations of this role.