



## Job Description and Person Specification

<b>Post</b>	<b>Adult Safe Haven Team Manager</b>
<b>Location</b>	<b>Havant</b>
<b>Line Manager</b>	<b>Adult Contract Lead</b>
<b>Hours</b>	<b>30 hours a week (2 x evening shifts and 3 x daytime shifts, which will include some weekend working)</b>  <b>Fixed Term Contract until end of March 2024, with a likely long term extension</b>
<b>Salary</b>	<b>£32,265 per annum - (£26,160 pro rata)</b>
<b>Main Objective</b>	To oversee the everyday running and management of The Adult Safe Haven - a calm, safe space for individuals experiencing mental health crisis. The Adult Safe Haven can provide practical and emotional support and may be used as an alternative to admission to statutory service if appropriate.

### Specific Duties and Responsibilities

Key duties:

- To provide effective line management and supervision of ASH crisis practitioners. Including staff development, appraisal and performance management where required.
- To oversee that processes and procedures uphold quality and safety standards and are imbedded within staff practice.
- Collate and input into monthly and quarterly data reports, understand emerging trends and issues. Identify gaps in the service and work with Adult Contract Manager to secure new funding and development opportunities.
- Support admin team in compiling the rota. Liaising with partner agencies Inclusion and Southern Health to ensure that there is adequate staffing and cover.
- Undertake file audits and complete regular staff observations.
- Create an environment of continual learning and development.
- To ensure that contacts have a meaningful purpose, are related to the care/ safety plan and rooted in best practice.
- Engage in service user involvement and collate feedback to ensure service user needs are being met and to continually develop service.
- To ensure resources are allocated according to demand.
- To ensure that all reportable incidents during the shift are reported as per policy and action any learning.
- Oversee the team training matrix and ensure all staff training is in date.

- Liase with HR to ensure any HR issues are dealt with promptly and effectively.
- To ensure that safeguarding alerts are dealt with according to policy and procedures.
- To oversee effective information governance and that any issues are reported to the HEH Mind data lead.
- Undertake regular risk assessments to ensure the service is run safely.
- Complete monthly overtime and expense claims for the team.
- Attend monthly multi-agency meetings, work in partnership with other key stakeholders and develop new partnerships.
- Play a key role in the recruitment of new staff and volunteers including writing JDs, shortlisting, interviewing and staff induction.

### Supervision

- Attend monthly supervision with the Adult Contract Lead.

## Person Specification

Competency	Essential	Desirable
	<b>Mental Health/Drug &amp; Alcohol/Children &amp; Young People/Social Experience</b>	
To demonstrate compatibility with HEH Mind's aims, objectives and values.	√	
Experience of working in related voluntary sector or statutory organisations.	√	
Experience of working in a Mental Health, Drug & Alcohol, or similar setting for 1 year minimum	√	
Experience of line managing staff for a minimum of 2 years	√	
<b>Education and Life Skills</b>		
Competent in word, Excel, use of email, electronic diary management, internet	√	
Good communication skills – verbal and written	√	
Patient and calm demeanour, with a good understanding of Empathy and Compassion.	√	
Team player	√	
<b>Organisational Skills</b>		
Ability to organise varied priorities and tasks related to working flexible with people experiencing crisis.	√	
Ability to work on own initiative and respond with flexibility.	√	
<b>Social Inclusion</b>		
To ensure that the service does not marginalise or contribute to the stigma and discrimination of service users.	√	

General		
Understanding of Equal Opportunities and Diversity.	√	
Capacity to work flexible hours within an agreed shift pattern.	√	
Ability to participate in management supervision	√	
Be able to recognise when you need to ask for help.	√	
Car owner driver		√

**This post is subject to satisfactory DBS clearance.**

Post Holders Signature		Date:	
Print Name			
Line Managers Signature		Date:	
Print Name			
Post			