

Job Description Service Manager: Safespace

Job title:	Service Manager: Safespace
Responsible to:	Operational Manager
Salary:	£29,573 annual pro rata (£17,744 actual) + 5% pension
Contract:	Fixed-term until 31 st March 2025; extension subject to continued funding
Hours:	22.5 hours per week; some evening and weekend working will be required
Annual Leave:	34 days pro rata
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 six 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 Service manager will support the development 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 develop and deliver Safespace across 7 days/evenings.

- Work with the Safespace team, including volunteers, to develop and maintain safe and effective Safespace daytime week-end provision, specifically Sunday drop-in at our King Street premises initially, and outreach with a range of other agencies and organisations such as foodbanks.
- To have oversight of all aspects of service delivery to ensure quality service.

- Developing partnership work with statutory services and voluntary sector agencies and organisations across Calderdale to ensure awareness of safespace service
- Maintain effective working relationships with current partners and relevant services eg HBTT and establish new relationships with police, ambulance service, A+E
- To provide effective support, supervision and direction to staff, and day-to-day management of the service in collaboration with the other Service Manager
- To carry out staff appraisals and monitor individual performance against agreed targets, identifying training needs and opportunities;
- To provide support to staff and volunteers to manage risk and address safeguarding concerns, including on-call support.
- Ensure that the service complies with internal and external reporting and monitoring requests, being proactive in developing service in response to findings.
- Ensure delivery of service (where necessary to directly deliver elements of the service), including rota management and cover.
- To be involved in recruitment, induction, coaching and management of staff;
- Ensure feedback from service-users is sought and utilised in a transparent and effective way
- Represent Healthy Minds and Safespace at relevant meetings eg steering group meetings, networking etc.
- To be involved in marketing and publicising the service.
- Liaise with Service Managers across Healthy Minds to ensure coherent and good working relationships across services in order to best support service users.
- To keep the Manager informed about serious and untoward incidents, safeguarding issues, Health & Safety concerns, financial issues, staff welfare, service monitoring and service-user feedback;
- 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.