



**Service
Manager
Nightlight Crisis
Services**

February 2024

Hertfordshire Mind Network
Watford Wellbeing Centre
501 St Albans Road
Watford
Hertfordshire
WD24 7RZ

02037 273600

info@hertfordshiremind.org

www.hertfordshiremind.org

Service Manager – Crisis Services (Nightlight)

Vacancy Reference 191

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our services, please see our website at:

<https://www.hertsmindnetwork.org/service-manager-crisis-services-2/>

To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and confirm you have access to means to reliably travel to our Centres flexibly across Hertfordshire.

Please return applications to Crisis Recruitment Team at the above address or by email to recruitment@hertsmindnetwork.org.

Applications are welcome on an ongoing basis until this role is successfully filled.

Interviews shall take place on a rolling basis.

Yours sincerely



Carys Norman
Director of Crisis and CYP Services

Our Vision, Purpose and Values

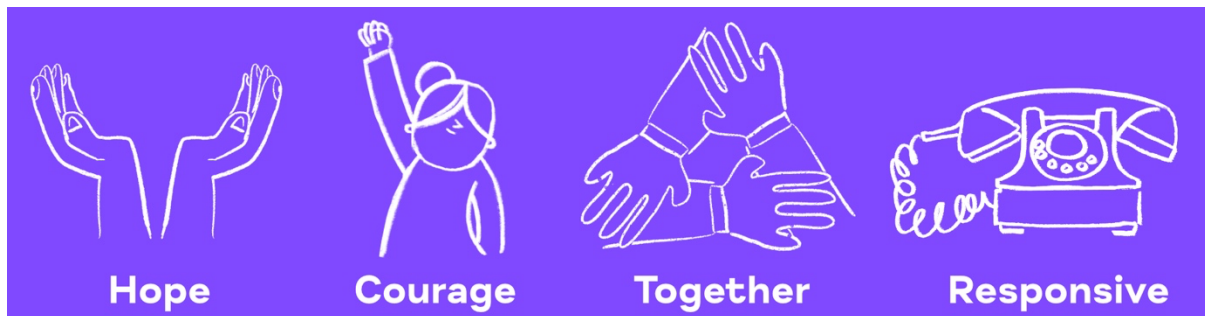
Our vision

“Every person in Hertfordshire will feel supported with their mental health.”

Our purpose

1. We fight for the mental health of every person in Hertfordshire.
2. We provide mental health support, opportunity, advocacy and resources.
3. We will elevate and promote the voice of those with lived experience of mental ill health.

Our values



Hope - We believe in potential, possibility and opportunity. We embrace a culture of curiosity and sustainability. We believe in choice, freedom, change and a better future for every person experiencing mental ill health.

Courage - We are determined, bold and unstoppable. We welcome transformation and innovation, advocate for improvement and influence change in Hertfordshire’s mental health system. We are resilient and speak loudly in the face of adversity and inequality, and we fight tirelessly for mental health.

Together - Coproduction is at the heart of our organisation. Together we share learning, build relationships and connect with others. We work in partnership with individuals, voluntary sector and statutory services, local organisations and companies, to generate new ideas and promote inclusion and diversity and a better understanding of mental health across our community.

Responsive - We are open and transparent. We take time to listen, to learn, to share and to act. We adjust to change, make timely decisions and are both respectful and inclusive.

Job Description

Job title:	Service Manager – Crisis Services
Reference Number:	191
Salary scale:	£37,000 - £41,000
Reports to:	Director of Crisis and CYP
Contract length:	Permanent contract
No. of hours:	37.5 hours per week (Full time, flexibility of outside of 9-5 required)
Main base/s:	Watford Wellbeing Centre or Hemel Crisis House – can be negotiated
Checks needed:	Enhanced DBS and 2 satisfactory references

Background of Post

Hertfordshire Mind Network's (HMN) Crisis Services for adults (18+) are rapidly expanding and is increasing service delivery of out of hours mental health crisis support throughout Hertfordshire. The Nightlight Crisis Service is proud to provide urgent support, crisis intervention and emotional support to people experiencing a mental health crisis in Hertfordshire as an alternative to statutory pathways. We provide support to adults across Hertfordshire 7 days a week, 365 days a year through our Helpline, Crisis Cafes and 24/7 Crisis Centre.

We aim to provide a safe space for people in crisis to talk and feel supported, be listened to without judgement, access relevant support with problem solving and facilitate access to external services when necessary. As a senior member of our diverse team, you will work closely with service users in crisis by using a person-centred approach to ensure that each individual is supported with dignity and respect. By honouring the individual experience of each service user, we are able to respect their autonomy as well as encourage and facilitate positive steps towards management of crisis and recovery.

Purpose of Post

As a member of the HMN Senior Management Team (SMT) and the Service Manager for our Crisis provision across Hertfordshire (Nightlight), you will be leading the total provision of our 24/7 365 week Crisis Centre, Helpline and Crisis Cafés. You will also oversee our A&E Liaison Project, supporting staff operating in A&E to divert individuals into community crisis provision.

You will ensure the provision is safe, effective and person centred, be accountable for achieving KPI's, data reporting to Commissioners and the wider SMT & CEO, and develop the service using evidence based data, strategic thought & planning.

Service Objectives

The objectives of HMN's Nightlight Crisis provision is:

- To improve the mental and emotional wellbeing of people experiencing a mental health crisis in Hertfordshire.
- To provide 24/7 365 support for individuals experiencing a mental health crisis.
- To increase early access to help for people experiencing a mental health crisis in Hertfordshire, by providing a clear and effective pathway to other services provided by HMN and other third sector and statutory providers.
- To remain a source of independent support for all service users.
- To provide an alternative pathway to people in distress and crisis to support better outcomes and reduce the demand on statutory crisis services and emergency services.

More information can be found here: www.nightlightcrisis.org

Accountability

You will be line managed by the Director of Crisis, but will manage your own workload, prioritising tasks and working on your own initiative within the operational times of the service.

Key Responsibilities

- To lead and manage effectively & safely the Crisis services provision in Watford, Hatfield, Ware, Stevenage, Hemel Hempstead and other locations across Hertfordshire as required.
- To ensure that a collaborative approach is used, with effective communication links developed with external professional NHS services such as Crisis Resolution and Home Treatment Teams, Emergency Duty Teams, Community Mental Health Teams, RAID and to work as an effective member of any multi-disciplinary team. This will also require stringent relationships developed with emergency services especially the Police.
- To develop operational procedures with the Director of Crisis in response to Right Care Right Person initiative.
- To provide clinical oversight of risk assessments, care plans, exit planning for all elements of the Crisis provision.
- To lead the development of new provision and develop strong and effective partnerships with a range of organisations in order to support this.
- To contribute to the service development by working alongside the Director of Crisis, and Crisis Lead Operational staff to evaluate service delivery and produce progress and monitoring reports.
- To represent Herts Mind Network at external meetings, and network locally to develop contacts, services and raise Herts Mind Network's profile.

- To encourage a culture of continuous performance improvement at both an individual and service level.
- To build a service that is flexible and adaptable to changing requirements.
- To work in partnership with Mind in West Essex to ensure that the crisis alternatives pathway model is consistent across the Hertfordshire and West Essex ICS.
- To oversee and ensuring the development, delivery and review of effective service user-focused interventions.
- To lead on the recruitment of staff contributing to their induction and professional development.
- To act as a positive role model showing professional and caring attitudes and behaviour towards other team members, service users and carers.
- To monitor delivery and quality standards of the work and managing team's performance to ensure it meets expectations and agreed performance criteria, reporting variances to your line manager.
- To take responsibility for managing the delivery of all contract and grant agreements ensuring that all performance and reporting requirements are met and liaise with contract managers and Commissioners as required.
- To ensure all policies and procedures are current, understood by operational staff and that they are working within these policies and procedures.
- To work with the Finance Manager to set budgets for operational services and to ensure that operational services are managed within allocated budgets and meet its financial targets.
- To respond to and escalate complaints about services as per the complaints policy and to support the wider Senior Management Team to manage these appropriately.
- To develop and work with colleagues to create innovative ways to promote Nightlight including use of social media, videos and traditional promotional methods e.g. leaflet drops.

General

- To deputise for the Director of Crisis in their absence.
- To ensure compliance with legal, ethical and regulatory requirements.
- To manage personal resources and own professional development.
- To ensure all duties are carried out in a manner which promotes equity and diversity.
- To promote a health and safety culture within the workplace by working in accordance with policies, procedures and raising concerns as required.
- To work in accordance with HMN Confidentiality Policy and wider Information Governance.
- To be an active member of the Hertfordshire Mind Network Senior Management Team, including involvement with Out of Office Hours, On Call support & contribution to wider charity projects as required by the CEO.
- To at all times, carry out every aspect of your duties with due regard to HMN policies, procedures and values.
- To ensure HMN values are embedded in the service.
- To maintain a professional level of communication at all times.

- To maintain appropriate record keeping via service user recording management system.
- Maintain full accountability to the project through supervision and appraisal processes.
- Undertake other duties as may be reasonably determined by line management, the CEO or Board of Trustees.

Leadership and Representation

You will line manage Team Leaders and be the clinical lead for Nightlight Crisis services. You will have overall responsibility of the wider Crisis team. This will include providing direct reports supervision, supporting service audits on practice, completing service reporting and representing the service in meetings with external stakeholders.

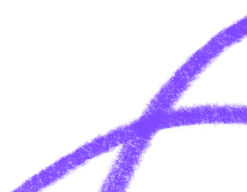
This role is primarily on site however on occasion, you will be required to provide wider remote leadership cover across other Nightlight Services. This will include undertaking assessments over the phone for the Nightlight Professional Referral Line, providing advice, discussion, and complex case support and supporting with any incidents or escalation required.

Person specification is on the next page.

Person Specification	Essential/ Desirable
Qualifications and Experience	
A relevant social work, health and social care or mental health qualification	E
A relevant management qualification at Level 3 or above, or willingness to work towards this	D
Evidence of continual professional development	E
Lived experience of mental ill health	D
Strong experience of managing the delivery of contracts and working effectively with commissioners and funders of services, working to deadlines and achieving outputs against targets	E
Experience of creating and reviewing dynamic risk assessments and support plans, escalating needs as necessary	E
Strong evidence of previous staff management and project management	E
Knowledge, Experience, Skills and Abilities	
Understanding of developing and delivering mental health services within a health and social care setting	E
Significant proven knowledge and skills around services working with adults in distress, experiencing a mental health crisis	E
A highly proficient manager with proven knowledge, skills and abilities as a leader and manager	E
Demonstrable understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults, Safeguarding Children and the Mental Health Act	E
Understanding of the principles of trauma informed care	D
Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing	E
An ability to complete complex contractual reporting documentation	D
Understanding of quality assurance through supervisions, audits etc.	E
Proven experience of working to deadlines, and achieving outcomes against targets	E
Ability to deal with stressful and difficult situations in a calm manner	E
Strong ability to prioritise and manage workload, working autonomously	E
Confident and effective communicator who is able to deliver service presentations, adapting their style to the audience	D
High level report writing skills with the ability to present sensitive information to a range of audiences	E
Highly motivated and able to learn quickly, willing to seek advice appropriately and actively participate in supervision and training as required	E
Demonstrates experiences of involving service users and carers in all aspects of work	D
Ability to develop and maintain positive working relationships across teams, services and with external partners (e.g. key stakeholders such as ICS, MHLDA Collaborative, emergency services, and mental health teams; as well as internal marketing and HR colleagues)	E

Creative and flexible approach to working with individuals (service users and staff) ideally managing operational services and staff in a mental health organisation, or in a related health or social care organisation	D
Practical	
Excellent IT skills including Word, Outlook, Excel and Teams, with proven ability to input and extract information into online databases.	E
Ability to learn new digital systems quickly	E
Driving licence with access to a car for the purposes of business use; or alternative means to reliably access our Wellbeing Centres across Hertfordshire.	E
Personal Circumstances	
Ability to work unsocial hours to deliver this service	E
Show flexibility in working location due to the requirement to provide services around Hertfordshire	E

February 2024



Thank You Nightlight Crisis Team!

Our service users truly appreciate
the support they receive from you on
their mental health journey...





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