

Safe Haven Senior Wellbeing Worker Job Description

Job Title:	Safe Haven Senior Wellbeing Worker
Hours:	35 Hours
Contract:	<i>Permanent</i>
Responsible to:	Senior Manager Community Development
Based in:	<i>Oldham Safe Haven (Royal Oldham Hospital with some travel Across Tameside, Oldham and Glossop and other locations across Greater Manchester when needed)</i>
Salary:	£26,254.16 per annum.

Summary of Main Duties and Responsibilities

The Safe Haven is a partnership between Pennine Care, Tameside Oldham & Glossop (TOG) Mind and Positive Steps to provide a space for individuals presenting at A&E in crisis with no need for admission. The service is open 5pm -9am. The Senior Wellbeing Worker will be able to work evenings and overnight shifts.

The main function of the role will be to lead the TOG Mind staff and work from the Safe Haven with other services to support individuals while in crisis, and ensure that follow up referrals are in place between the service opening hours. The team will be made up of 2 members of Pennine's Home Treatment Team and a TOG Mind member of staff. The service will run from 5pm till 9am throughout the week, with flexibility built in based on need.

We are excited for TOG Mind to bring the non-medical approach to support emotional health including mindfulness techniques, supported self-help, person centred approach to listening and referrals into other services where appropriate.

Duties Relating to the Post –

- To work as part of the Adult Services directorate management team in the day to day management and running of all aspects of the service.
- To build and maintain multi-disciplinary service working relationships.
- Work productively and proactively with partner organisations.
- To ensure the service has full cover and to work flexibly to cover the rota as and when needed.
- Responsibility for the planning and organisation of several complex activities or programmes which require the formulation or adjustment of plans.

- Responsible for implementation of policies for own work area and proposing policy or service changes which impact beyond own area of activity.
- Monitor department/service budgets and financial initiatives.
- Responsible as line manager for the Safe haven Wellbeing Workers.
- Responsible for the teaching or devising of training and development programmes.
- Responsible for providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding.
- Responsible for providing and receiving complex or sensitive information and creating referral pathways to ensure there is no wrong access point for clients.
- Responsible for providing advice, instruction or training to groups, where the subject matter is straightforward.
- To make judgements based on facts or situations, some of which require analysis
- To work in partnership with a wide range of partners, key stakeholders and communities.
- To Implements clinical care/care packages and provides advice in relation to the care of an individual or groups
- To research further funding opportunities for the department, including increasing unrestricted funding to support in overall sustainability for the department
- To take responsibility to ensure all projects are monitored and evaluated effectively for safety and key stakeholders. The Senior Wellbeing Working is responsible for producing written service reports.
- To be responsible for achieving all outcomes and outputs related to key projects
- Carry out any other reasonable tasks as requested by relevant manager

Person Specification

E = Essential and must be able to demonstrate these points in order to be shortlisted

Attitudes and values

1. A commitment to providing effective high quality services (E)
2. Motivated by innovation and bringing about change (E)
3. A desire to develop services and take on new challenges (E)
4. A willingness to develop and maintain positive working relationships (E)
5. Emotional resilience and ability to manage own wellbeing (E)
6. A commitment to achieving targets (E)
7. A commitment to developing staff and volunteers (E)

Experience

1. 2 years' relevant experience of mental health services (E)
2. Able to work unsociable hours and shift patterns (E)

Qualifications

1. Minimum level 4 qualification in Health & Social care or equivalent experience in Health & Social Care Setting (E)

Knowledge

1. Knowledge of emotional wellbeing and mental health issues
2. Good knowledge of crisis management and de-escalation of crisis situations

Abilities

1. Substantive and proven ability to carry out line management and shift planning
2. Exceptional verbal and written communication
3. Ability to manage others and lead a team
4. Proven negotiation and influencing skills
5. Ability to be a role model of organisational values
6. Ability to manage and respond to change and uncertainty
7. Ability to work with partners, stakeholders and other agencies
8. Solution focussed and organised
9. Ability to monitor performance and achieve targets
10. Ability to travel across the geographic area of TOG Mind
11. Ability to manage professional boundaries
12. Ability to undertake any other reasonable tasks required

Competencies

1. Attract, motivates and develops high performing teams
2. Builds productive working relationships with co-workers and external parties whilst valuing diversity
3. Expresses ideas clearly and concisely; disseminates information about decisions and plans proactively
4. Demonstrates alignment of the organisations strategic priorities and goals to individual role
5. Uses effective strategies to facilitate organisation change and overcome resistance to change by involving others, listening and building commitment
6. Responsive in a fast paced, challenging environment
7. Acts in accordance with stated values; has strong commitment to develop, promote and practice Mind's values and principles
8. Takes charge and proactively seeks new ideas, experiments with new processes/practices that capitalise opportunities

