



Adult Therapeutic Services



**Crisis Service
Manager**

About the Organisation



Our Vision

“Enabling everyone in our communities to achieve better mental health”

Our Mission

“To continue to provide the best quality local mental health services in prevention, early intervention and primary care; alongside empowering individuals and our communities to live well.”

We provide a wide range of services to our local communities. We provide support to individuals, groups, and families. We work with people of all ages and have a dedicated Youth in Mind team providing support to Children and Young people. We typically work with over 5,000 people per year and have consistently received feedback that over 70% of people felt their wellbeing had improved as a result of using our services.

Our Values

TOG Mind is passionate about mental health and believes that:

- Mental health is as important as physical health, and applies to everyone.
- People are experts on themselves and our role is to work holistically to help people to help themselves.
- As a charity TOG Mind occupies a special place in the landscape of mental health services. We can innovate, adapt and serve our communities in ways that others can not.
- Our appetite for continuous development and improvement enables us to affect positive change.

Tameside, Oldham & Glossop Mind Values:

Relationships

We listen and ask questions to understand others and to build trust.
People matter to us both inside and outside our organisation.

Potential

We encourage personal responsibility for development by discovering and realising the abilities and energies of people.

Aspiration

We support one another, clients, and communities to achieve better mental health.

Learning

We seek insight and grow from experience finding new or better ways to contribute to the field of mental health.



Crisis Service Manager

Job Description

Job Title:	Crisis Service Manager
Hours:	36
Contract:	Permanent
Responsible To:	Senior Manager
Based in:	Oldham Union St Centre & Royal Oldham Hospital
Salary:	£33,096.96

Summary of Main Duties and Responsibilities

This is an opportunity to work as part of a charity committed to our Vision of enabling everyone in our communities to achieve better mental health. This role sits within our Adult Therapeutic Services directorate.

The service manager will be responsible for our Listening Space and Safe Haven teams; you can find the a service overview for these projects on the following pages.

We are looking for an aspirational, innovative leader that is passionate about improving the experience of crisis care for people struggling with their mental health.

Experience in managing mental health services, safeguarding and reporting is imperative to this role.

We are at a very exciting time within our organisation, with many positive developments occurring internally and across the system. We are looking for a person to drive forward and expand our crisis portfolio, and has the creativity and motivation to do so.

A person-centred & values-led approach is priority, and as an organisation we commit to providing training and invaluable experience in any identified areas of development for all of our workforce.



The Listening Space

Service Overview

The Listening Space is an open-access drop-in for anyone experiencing mental health distress. As a model, it is a part of the wider GM crisis-alternatives funded by GM ICB, with the intention of providing a non-clinical setting for people to receive support where they may have previously attended A&E.

The service provides a safe, supportive environment for people who feel they need immediate support in difficult times.

People present with a range of difficulties, from relationship breakdowns and social stressors to long-standing mental health issues they just need some extra support with. A space simply to have their voice heard and receive support and validation can make a powerful difference.

TOG Mind works in partnership with Positive Steps Oldham to deliver joint appointments from the space on Wednesdays, enabling clients to access both mental health and practical support pertaining to issues such as benefits entitlement, housing, education & employment opportunities, families support etc.

As service manager, you will be responsible for:

- The line management and supervision of the Listening Space staff team
- Marketing and promotion of the service across the borough
- Maintaining, improving & broadening partnership relationships
- Ensuring the space has ample therapeutic resources
- Providing advice & making decisions pertaining to safeguarding & risk management
- Data collection & oversight
- Collation and submission of reports for all VCFSE partners
- Case management and auditing

“After bringing my son to the Listening Space, what a difference it has made. Not only to him which these visits are all about but to myself, as the staff are asking me about things, and I am getting things off my chest that I didn’t realise existed. So, thanks to all the lovely staff for helping us both really. I would highly recommend this place to anyone needing to talk. Thanks, with all my heart.”

The Listening Space

The Listening Space is available for **adults aged 18 or over** in Oldham who are experiencing mental health difficulties. You will receive support from one of our friendly peer support workers or simply have a calm space to feel safe.

We offer both face-to-face and telephone support via our contact number **0161 330 9223 (extension 2169)**.

Take a look at our opening times below and find a time that works for you.

Opening Times:

Monday: 5pm - 8pm - Open Space or 1:1
Tuesday: 5pm - 8pm - Open Space or 1:1
Wednesday: 9am - 3pm - 1 to 1 Space
Thursday: 5pm - 8pm - Open Space or 1:1
Friday: 5pm - 8pm - Open Space or 1:1
Saturday: 10am - 2pm - 1 to 1 Space



mind
Tameside,
Oldham
and Glossop

The Safe Haven

Service Overview

The Safe Haven, Royal Oldham Hospital is a partnership of Pennine Care, Tameside, Oldham & Glossop Mind, and Early Help (Positive Steps).

This service runs from Monday - Friday / 5pm - 8am.
Referrals can be made from Oldham A&E / Liaison Mental Health Team, Community Mental Health Team, or the Oldham Home Treatment Team.

The Safe Haven team are there to provide a therapeutic, multi-disciplinary approach to crisis intervention. Our wellbeing workers support clients in de-escalating emotionally from the distress they are experiencing, planning for their safety going forward, supporting onward referrals into wider TOG Mind and partner services and building a resilience toolkit to manage their own wellbeing.

As with The Listening Space, TOG Mind works in partnership with Positive Steps, co-ordinating appointments out in the community, enabling clients to access support pertaining to issues such as benefits entitlement, housing, education & employment opportunities, families support etc.

Pennine Care staff work with us side-by-side in assessing a person's needs, risk & suitability for the service dependant on a person's presentation.

As service manager, you will be responsible for:

- The line management and supervision of the Safe Haven staff team
- Maintaining, improving & broadening partnership relationships
- Ensuring the space has ample therapeutic resources
- Providing advice and support in relation to risk & safeguarding
- Data collection & oversight
- Collation and submission of reports for all VCFSE partners
- Case management & auditing

“I’m really glad I came to the Safe Haven. I wish I’d had done it years ago.”

- The Safe Haven - Royal Oldham Hospital



Address: The Safe Haven, Forest House
The Royal Oldham Hospital, OL1 2JH. Tel: 0161 716 2288 / 0161 716 2289

Duties Relating to the Post

Duties specific to this role:

- Work as an integral part of the TOG Mind management team to manage the delivery of services in the Adult Therapeutic Services directorate.
- Responsible for line management of the Listening Space & Safe Haven teams to ensure they are supported to achieve their objectives and receive regular supervision.
- Ensure services in the Adult Therapeutic Services directorate operate safely with the required levels of trained staff across the services opening hours.
- Support good clinical practice and carry out risk assessments to ensure the safety of staff, volunteers, and people accessing services, and identify areas for improvement.
- Work with the directorate Senior Managers and Director to develop and grow the services within the directorate.
- Develop effective relationships with relevant stakeholders to deliver services.
- Support the implementation of services in the directorate, ensuring they are set-up to achieve service outcomes.
- Co-ordination of training opportunities for direct reports.

General duties:

- Manage the delivery, monitoring and evaluation of a range of complex activities or programmes in your department.
- Ensure service and project outcomes are achieved.
- Work in partnership with a wide range of partners, stakeholders, and communities to codesign and deliver services.
- Support the organisation to devise and develop improvements in your area of expertise.
- Support the development and monitoring of department budgets and operational plans.
- Deputise for the Senior Manager when required.
- Carry out any other reasonable tasks relevant to the role.

Working pattern:

This post requires the successful candidate to work flexibly across the service hours within their portfolio. The successful candidate **must** be able to work between the hours of 4pm-10pm 2-3 times per week.

Person Specification

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

Values

1. Relationships: Demonstrate ability to listen and ask questions to understand others and build trust. (E)
2. Aspiration: Demonstrate ability to provide support to others relevant to this role. (E)
3. Learning: Demonstrate ability to undertake learning, seek insight, and grow from experience. (E)
4. Potential: Demonstrate ability to take personal responsibility for your own development and the development of others. (E)

Experience

1. Experience of providing management support or supervision. (E)
2. Experience of delivering projects to ensure they are provided safely and meet the service outcomes. (E)
3. Experience of working in partnership with a range of stakeholders to deliver services. (E)

Qualifications

1. Willingness to undertake training and qualifications relevant to role. (E)
2. Level 5 or above qualification in relevant subject i.e. Psychology, Social Care, Health Care etc. (D)

Knowledge

1. A knowledge of emotional wellbeing and mental health issues.
2. A knowledge of approaches to support people to achieve better mental health.
3. A knowledge of mental health or emotional wellbeing services or other relevant services.

Person Specification

Abilities required:

- Excellent verbal and written communication.
- Respond to change and uncertainty positively.
- Organisation and planning.
- Solution focussed.
- Team working and collaboration with others.
- Persuading and advocating.
- Negotiation and influencing.
- Conflict management.
- Coaching and effective knowledge sharing.
- Contract management and monitoring.

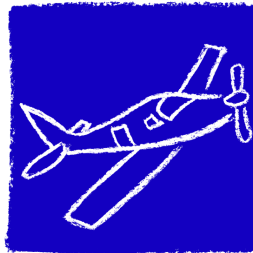


TOG Mind Team Benefits



Flexible Working

We aim to support you where possible with flexible working options available



Holiday Allowance

25 days (increasing to 30 with length of service) plus bank holidays



Training & Professional Development

Training opportunities as well as continuing professional development



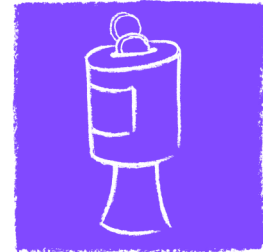
Work for an Award Winning Organisation

TOG Mind qualifies for the Mind Quality Mark, assuring our services are high quality, effective, and sustainable.



Disability Confident Employer

We are proud to have been identified as a Disability Confident Employer



Pension Benefits

5% employer pension contribution with 1-years salary death in service benefit



24/7 Employee Assistance Programme and other wellbeing activities



Enhanced Family Support and Benefits

Tameside, Oldham & Glossop Mind is committed to the equality, diversity and inclusion of all our candidates and staff, and we are committed to creating a workforce which represents the communities we serve.

Please contact Recruitment@togmind.org if you wish to discuss any additional needs or reasonable adjustments which may support your success at interview.

Applying for the role



Application Timeline

Interested in applying for this role? Our timeline should give you an insight into how to apply for a job with us, when to expect your interview, and more!

Details of all our vacancies can be found on our website at www.togmind.org/vacancies



Or use the QR Code to the right:

To apply, send your CV and a cover letter which sets out how you meet the criteria for the role to applications@togmind.org

Please send your documents in word or pdf format and clearly state your name, the job title and reference number **[173]** in your email.

The deadline for applications is midnight on: **20/05/2024**

Invites for interviews are currently planned to be sent out: **24/05/2024**

Interviews are currently planned to be held: **06/06/2024**

If you have any further questions and would like to get in touch, please email the hiring manager through phone or email; alternatively contact our office reception at office@togmind.org or by calling **0161 330 9223**.

Hiring Manager

Ayesha Alvés-Hey

Senior Manager—Adult Therapeutic Services

Oldham

AyeshaAlves-Hey@togmind.org

More about TOG Mind

For more information on our Services, please visit our website:

[Our services | Tameside Oldham and Glossop Mind \(togmind.org\)](http://www.togmind.org)

For the most up to date information, please follow us on our social media:

Facebook—TOG Mind: [facebook.com/TamesideOldhamGlossopMind](https://www.facebook.com/TamesideOldhamGlossopMind)

Facebook—Youth in Mind: [facebook.com/YiMind](https://www.facebook.com/YiMind)

Twitter: twitter.com/TOGMind

Instagram—TOG Mind: [instagram.com/tog_mind/](https://www.instagram.com/tog_mind/)

Instagram—Youth in Mind: [instagram.com/youth_in_mind_/](https://www.instagram.com/youth_in_mind_/)

LinkedIn:

<https://www.linkedin.com/in/tameside-oldham-and-glossop-mind-91b4a766/>

Also please consider signing up to our weekly E-Update here:

<https://www.togmind.org/e-update>



Ashton Wellbeing Centre

216-218 Katherine Street,
Ashton-under-Lyne,
OL6 7AS.



Oldham Wellbeing Centre

19-25 Union Street,
Oldham,
OL1 1HA.



Call: 0161 330 9223

Email: office@togmind.org





**We look forward to
hearing from you!**

 **mind** Tameside, Oldham and Glossop