

Sutton Mental Health Foundation

Background to the Sutton Crisis Café service



Sutton Crisis Café is a new service offering out-of-hours support to people in mental health crisis as an alternative to attending A&E. It has two main aims; to benefit people experiencing a mild to moderate mental health crisis by providing a safe, non-clinical supportive environment for them to use, and to reduce demands upon hospital emergency departments and other mental health and emergency services by providing a safe alternative to those services.

Sutton is one of the few areas locally without any alternative crisis provision to A&E, although it has been something local people have been working towards for some time. Through consultation and co-production we have shown that there is widespread support for our Crisis Café model across all sectors, from people who use mental health services locally to carers, clinicians and commissioners.

The key objectives of the service are to:

- Provide a non-stigmatising, calm and safe environment
- Provide support to help people resolve their crisis
- Provide practical and emotional support to enable the person to better self-manage their distress, aid their recovery, and reduce dependency
- Ensure that support staff, peer supporters and volunteers are trained, supported and professional in their approach
- Operate as an alternative to Emergency Departments and other emergency services for people experiencing a mental health crisis that does not require medical intervention
- Link with wider services to ensure a joined-up partnership approach to the development of local services

The service will provide immediate, focused and time-limited emotional and practical support to people experiencing a mental health crisis that does not require clinical input. It will work with people experiencing a range of different distress, including psychosis. The support will consist of:

- identifying coping strategies and improving wellbeing
- information and signposting
- conversations, group conversations and activities
- limited follow-up

We expect to run the service in the evenings, Monday-Sunday. The service will be open every day of the year.

Our model is a partnership approach between voluntary and statutory sector professionals and trained Intentional Peer Support workers and volunteers. The needs and views of visitors to our service will be at the heart of all that we do.

The café will offer individual and group support, peer support and mindful activities. Those attending the café should feel heard, understood and listened to and have trust in those they have spoken with. People will have the opportunity to receive support from staff members on a 1:1 basis in a private room where personal information can be shared and discussed without being overheard by others. They will also have the opportunity to share the company of others in larger groups where they can talk or undertake quiet activities, such as board games.

The service will provide informal peer support and buddying so those attending the café can benefit from other people's knowledge and understanding of the emotional and practical challenges faced by people experiencing mental ill health.

Sutton Crisis Café Manager

Salary: £32,500 - £34,500 per annum, depending on experience

Hours: 35 hours per week (evenings and weekends, hours to be agreed)

Based at: 63 Downs Road, Belmont, SM2 5NR

Reporting to: SMHF Acting Chief Officer

Duration: Fixed term to 31st March 2022

This is a pilot project funded to 31st March 2022. If successful, this will lead to an extension of funding for the service for at least 2 years.

Summary

This is an exciting opportunity to join Sutton Mental Health Foundation as we build a brand new Crisis Café service. We are looking for someone with strong management and leadership skills who will develop the service in collaboration with existing and new staff. You will be able to take responsibility for the efficient and safe running of the Crisis Café while ensuring the service remains person-centered, non-judgmental and focused on those using the service. You will have good people skills and be able to effectively manage a team of staff, as well as support people in mild to moderate mental health crisis.

Benefits

- Holiday – 28 days pro rata, rising to 33 days after 5 years' service
- Employee Assistance Program
- Workplace Pension Scheme
- Enhanced pay for working Christmas/New Year

Job Description

Management of Service Delivery

- To be responsible for the day to day running and development of SMHF's Sutton Crisis Café as a non-stigmatising, calm and safe environment in line with the contractual requirements.
- To ensure that support workers and peer support workers listen and support people to de-escalate their immediate situation empowering them to develop self-management techniques, build their assets and advocate for their own wishes.
- To work with SMHF senior staff to develop, implement and maintain partnerships and clear paths of joint working with key stakeholders for the Crisis Café service and be the main point of contact for ongoing joint working relationships in regard to Sutton Crisis Cafe.
- To work with SMHF senior staff to develop and implement all necessary policies and procedures for the safe and effective running of the service.
- To complete all necessary training, including Intentional Peer Support training.
- To manage all elements of service performance related to the contract requirements for the crisis café including accurate data collection, monitoring of KPIs, outcomes and user experience measures.
- To lead on the timely and accurate submission of all internal and external reports and develop interim strategies to address any areas of underperformance in line with the Crisis Café contract requirements.
- To work with senior management on the development and implementation of the Crisis Café Business Plan.
- To keep the needs and views of visitors to the Crisis Café to service at the centre of ongoing planning, monitoring and evaluating and effective service delivery, in partnership with visitors and their representatives.
- To operate in accordance with the ethos and values of SMHF and the Sutton Crisis Café service.
- To participate in the external evaluation of the service as required.
- To achieve the agreed standards of service delivery for the Crisis Café in compliance with

relevant legislation, external governance, contract requirements and SMHF policies and procedures.

Health and Safety Management

- To work with senior management to ensure a healthy and safe environment for all employees, visitors, visiting professionals and other visitors by ensuring service delivery is in line with SMHF's commitment to Health and safety and our organisational procedures and H&S Legislation.
- To liaise with the senior management regarding the premises, H & S issues and reporting any deficits.

Management of resources

- To work with the senior management in planning, negotiating and managing the budgets for the Crisis Café.
- To work with the senior management to manage the financial accountability of the Crisis Café by operating within the Crisis Café budget and SMHF's financial policies and procedures.
- To make best use of SMHF's property, equipment and Information Technology at all times in the Crisis Café.

Management of People

- To provide effective and inspiring leadership, management and support to the support staff and volunteers in the Crisis Café.
- To oversee the recruitment and induction of all new staff for the Crisis Café to meet the recruitment requirements for the service.
- To lead Team Meetings and engage staff in reflective supervision outside of the operational hours of the Crisis Café.
- To ensure that all staff in the Crisis Café engage in an annual appraisal and regular supervision.
- To deliver contractual staffing levels in the Crisis Café.
- To manage staff performance in the Crisis Café.
- To undertake disciplinary and grievance investigations and to chair hearings using the organisation's procedures when required.

Co-Production

- To work with service user representatives and visitors, to enable them to work alongside staff as partners in the delivery of the service.
- To define and implement the relationship between visitors and staff as one of mutuality and reciprocity, rather than of dependency.

Corporate Management

- To promote the aims, objectives and service delivery of the organisation, and represent the organisation by building effective relationships with SWLStG NHS and the acute care pathway.
- To ensure that the organisation's strategies are met and policies, procedures and values are adhered to in all matters of service delivery.
- Understanding of, and the ability and motivation to implement excellent Equality & Diversity practice.

SAFEGUARDING: Sutton Mental Health Foundation is committed to safeguarding and promoting the welfare of adults, children and young people who are potentially at risk, and we therefore expect all staff and volunteers to do the same. We require all staff to undertake internal and external safeguarding training throughout their employment with SMHF.

An enhanced DBS check is required for this post.

This job description is subject to change depending on the needs of the service.