

WE'RE HIRING

If you would like more information
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Location:
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Carlisle
CA1 1BE

The Lighthouse, Operations Lead

Carlisle Eden Mind is an established local mental health charity providing a range of services and support for individuals experiencing mental health problems.

The Lighthouse provides a new layer in mental health crisis support and works to support the services. The service operates as an alternative to contacting emergency services when in mental health crisis.

This management post will primarily operate in normal office hours but there will be an extensive requirement to directly monitor and support delivery of the service as necessary.

Job Title: The Lighthouse - Operations Lead
Salary: £19,470 (pa actual) £12.65 per hour
Hours: 4 days per week
Employer: Carlisle Eden Mind
Contract: Permanent –
service subject to funding continuation
Accountable to: Adult Services Manager
Base: 27 Spencer Street, Carlisle, CA1 1BE

Closing Date for Applications: 12/08/22
We reserve the right to withdraw this post
should we receive enough applications.



Wellbeing Days
Flexible Working
Generous Holiday Entitlement



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Role Summary

Carlisle Eden Mind is an established local mental health charity providing a range of services and support for individuals experiencing mental health problems. Since 2017 we have been expanding our range of crisis services and are looking for a suitably experienced person to manage our evening-based crisis service in Carlisle.

The Lighthouse provides a new layer in mental health crisis support and works to support the work of Blue Light services along with statutory mental health teams such as ALIS, Home Treatment Team and Community Mental Health and Recovery Team. The service operates as an alternative to contacting emergency services when in mental health crisis. The service provides one to one support to enable visitors to cope with their situations and personal circumstances at times which are typically considered to be 'out of hours'. Operating in the evenings from 5pm to 11pm, The Lighthouse delivers a range of social and non-clinical interventions aimed at de-escalation of distress, development of Safe/Crisis Plans, self-management and signposting to other agencies.

This management post will primarily operate in normal office hours but there will be an extensive requirement to directly monitor and support delivery of the service as necessary.

The post holder will have responsibility for the day to day delivery of The Lighthouse, overseeing staff and volunteer support and monitoring of the service. You will be responsible for the implementation and reviewing of operational practise for the service and identifying further areas of expansion. The post holder will hold responsibility for the monitoring systems and quality control of MindLine calls in addition to direct 1-1 work. There will be some operational liaison responsibility with partner agencies.

A key aspect to the success of this role will be the communication and liaison between the Adult Services Manager and the Operational Lead. Flexible working will be required, and possible cover of shifts may be required from time to time.

Main responsibilities

Service management and development

1. To have overall responsibility for the management of the service and its efficient day to day operation and progress.
2. Lead the development of the service and ensure best practice in crisis support at all times, liaising with other service leads, senior management and Lighthouse colleagues to ensure the service develops and delivers its key objectives.
3. Lead and undertake identified promotional activity for the service in conjunction with the Adult Services Manager and colleagues.
4. To liaise and co-ordinate with all relevant services and organisations including those referring into the service to ensure that strong and supportive professional working relationships exist at all times.
5. To attend appropriate networking events and to champion the project within the local sector and within the broader Mind network.

Monitoring and Evaluation

6. To monitor the Lighthouse and MindLine activities via Charity Log (recording platform).
7. To assist the Adult Services Manager in developing quality monitoring systems, policy and procedures and crisis tools.
8. To liaise and work with the Adult Services Manager in developing the charity log database structure so that contract service specification data can be collected for quality bottom up information.
9. To identify emerging themes and current issues being addressed within the Lighthouse and MindLine.
10. Maintain and organise workload to ensure effective prioritisation and delivery of service.
11. To provide relevant reports and monitoring data to funders where required.
12. To collate monthly KPI data collection from our recording systems to aid in report writing
13. To support the Business Manager in ensuring Charity Log and any other databases are kept up to date and appropriate.

Supporting Staff

14. To be responsible for team cohesion via staff development and team communication procedures and team meetings.
15. To develop and design a programme of training for all Lighthouse/MindLine staff and volunteers including delivery of sessions where appropriate and use of internal and external trainers as necessary.
16. To organise and lead monthly team meetings alongside the Adult Services Manager.
17. Provide monthly supervision to the crisis coordinators and crisis workers.
18. Work with the Adult Services Manager in regard to staff development and appraisal.
19. To be responsible for the operational staff rota which forms the basis of salary payments.
20. To authorise staff monthly time sheets, requested annual leave and manage sickness absence.

General Duties

21. Demonstrate an understanding of the effects of common mental health problems on people's lives.
22. To be responsible for the Lighthouse 1-1 rooms and shared spaces in regard to health and safety, furnishings, décor and IT equipment in liaison with Carlisle Eden Mind's Health and Safety Officer.
23. To be responsible for organising short notice staffing cover and from time to time to directly cover shifts as required.
24. To ensure the smooth running of the Lighthouse administration process and liaise with CE Mind Finance Manager.
25. To have overall responsibility for management and control of Petty Cash systems for the service and keep accurate records.
26. To have overall responsibility for recruitment, support and development of volunteers and peer support workers operating within the service.
27. To support the Adult Services Manager in ensuring that the Lighthouse operates within budget.
28. To ensure that relevant safeguarding practice and protocol is adhered to within the service.
29. To ensure that all data is processed in line with Carlisle Eden Mind's policies and the General Data Protection Regulations 2018.

NOTE: this job description is not a definitive list of tasks, rather it is designed to give an overview of the job.

It should be noted that as a small organisation it may be necessary to step beyond the areas outlined above to support others.

Person Specification

In this section of our application, you are asked to demonstrate to us how you meet the following person specifications. The information you provide there is the key manner in which we assess application forms.

We would strongly advise that within this section of the application form you list each person specification below followed by examples of relevant skills, experience and knowledge that demonstrate how you meet it. The more information you give us the more we are able to effectively assess your application.

We appreciate that the nature of this post requires a broad range of skills and experience. We would encourage applicants to list any transferable skills they feel relevant. We are also able to provide significant training and support for a successful candidate who may lack experience in some of the areas specified, to fill skills/knowledge gaps.

Experience
1. Working with people experiencing mental and emotional distress
2. Evidence of crisis work and/or managing a service and staff
3. Experience of providing support and direction to volunteer workers
4. Experience of working in multi-agency environments
Skills and Abilities
5. Ability to manage complex workloads, multi-task and to prioritise and plan effectively within a busy and developing environment.
6. To be personable, approachable and be able to establish constructive relationships with a wide range of people and organisations.
7. Ability to implement monitoring and evaluation procedure
8. Ability to produce accurate and informative reports
9. Effective time management and ability to prioritise workloads
10. Display empathy, compassion and understanding
General Abilities and Knowledge
11. Understand the issues faced by staff working with complex case loads
12. Experience of providing clinical supervision
13. Ability to communicate effectively and clearly to a range of individuals and audiences
14. Understanding of the issues faced by people experiencing mental health problems
15. The ability to use a range of office based software packages and IT systems
16. Have knowledge of person-centred practise
17. Understand methods of social marketing and project promotion
18. Management of Health and Safety systems and safeguarding practice
19. Development and delivery of training programmes for staff and volunteers
20. There are no specific qualifications required but evidence of relevant training and professional development relevant to the role is desirable.