

Role Profile: Crisis Café Manager – Milton Keynes

Job Purpose

Our Community Crisis Cafe offers a safe, welcoming and non-judgmental environment outside of normal working hours for those who feel in mental distress or crisis. Our Crisis Café Manager role in Milton Keynes involves coordinating and ensuring the effective and safe delivery of services in order to support the people of Milton Keynes. This will involve working with service users in a preventative way, deescalating crisis and leading a team of Crisis Recovery Workers & volunteers. The role will be part of a team made up of other managers within the Crisis Alternative Service.

Post no:	628
Closedown:	5pm on 29th January 2025 <i>(we reserve the right to close this advert early if enough suitable applicants apply)</i>
How to Apply:	Download Mind BLMK’s Employment Application form from the website (www.mind-blmk.org.uk) and submit your completed application to recruitment@mind-blmk.org.uk
Interview Date:	W/C 10 th February 2025
Start date:	ASAP
Job title:	Crisis Café Manager
Working base:	Milton Keynes Crisis Café & Milton Keynes Hospital
Area covered:	Milton Keynes
Reports to:	Crisis Service Delivery Manager
Job purpose:	To coordinate and ensure the effective and safe delivery of a interventions, working with leading a team of crisis recovery workers and volunteers to support people in Milton Keynes at time of mental health distress.
Contract type:	Permanent
Salary:	Actual Salary £27,152.03 per annum (FTE £28,500)
Contracted hours:	35.25 hours per week
Working days:	Flexible across Monday to Sunday

Working hours:	5:00pm – 11:00pm Flexible evenings with some daytime administration hours
Flexibility required:	Daytime, Evenings inc some weekends depending on agreed hours
Checks needed:	Enhanced DBS and 2 satisfactory references

Job Description

Service Delivery

- Operate a service and ensure outcomes which supports individuals to put preventative support in place, deescalate crisis and develop strategies for recovery and increased mental health wellbeing, in line with Mind BLMKs vision and values as well as contract requirements.
- Assessing need and suitability for the service in line with the access to services process and undertaking 1:1s where needed.
- To manage a relationship with the mental health trust which ensures effectiveness of the crisis pathways for those who need further support.
- Work with management to ensure regular involvement of service users, volunteers and staff on local service delivery, organisational matters and wider mental health and crisis care strategies

Management

- Maintain an effective workforce for the service in line with Mind BLMK's HR policies, procedures and guidance (recruitment, line management, workload planning, support and development of crisis workers, peer support workers and volunteers).
- Hold responsibility for health and safety in line with Mind BLMK's H&S policies, procedures and guidance (risk assessments, reviews, reporting, safeguarding, incidents/accidents, premises).
- Hold responsibility for the collection, updating, monitoring and reporting of service data in line with Mind BLMK's contract and systems requirements and procedures.

PR

- Represent Mind BLMK and ensure an external presence to promote Mind BLMK's services to increase awareness and beneficiaries.
- Identify and build effective working relationships with relevant external contacts, partners and local services.
- Oversee and ensure effective financial processes are implemented as required for the function and in line with Mind BLMK's financial policies, procedures and

guidance (costings, quotations, records, invoicing, agreements, budget management, authorising expenses).

General

- Work within the ethos, vision and values of the organisation and in line with the organisation’s policies and procedures.
- Establish and maintain effective working relationships with the Mind BLMK team and relevant key post holders.
- Attend and contribute to meetings relevant to the role (Business Development, own supervision, appraisal, staff, peer group, SIG, AGM, and external as required).
- Commit to attending mandatory training, even outside of working hours (TOIL provided where necessary) and complete training and qualifications identified for the role in line with organisational need, Staff Development and Training policies and procedures.

Person Specification	Essential/ Desirable
Experience	
Coordinating a small service within a wider organisation, including delivering a service against performance targets.	E
Coordinating a small team of staff and volunteers.	E
Minimum of 2 years’ experience working with people with mental health issues and experience of assessing level of need.	E
Using a dedicated database/system for recording of and reporting service data.	D
Recruiting, working with and supporting volunteers.	D
Coordinating services which operate outside normal Business hours, e.g., evenings, weekends and on call.	D
Skills, abilities and knowledge	
Establish and maintain constructive working relationships with a wide range of people.	E



Promoting a service.	E
IT (MS Outlook, Word and Excel and internet).	E
Conducting meetings, identifying actions and generating notes.	E
Good literacy and numeracy skills.	E
Good communication, motivational and negotiation skills.	E
Understanding the wellbeing needs of and working with people with mental health needs, including those from culturally diverse communities.	E
Valid driving licence and access to a car for work.	D
Knowledge of local community activities and leisure facilities.	D
Qualifications and training	
Management and Leadership qualification.	D

Entitlements/benefits:

Annual Leave	25 days (pro rata)
Bank Holidays	All (pro rata) as per April to March for each year – usually 8
NEST pension scheme	Auto-enrolment (employer contributes 3%, employee contributes 5%)
Health Plan	Optional
Employee Discount Schemes	Discounts available through Blue Light Card & Tickets for Good
Learning and Development	In-house and external as appropriate for the role.
Flexible Working	On request (in line with Mind BLMK policy on Right to Request Flexible Working)
Disability Confident Employer signatory	Mind BLMK has been annually assessed and approved as a Disability Confident Employer (previously “Two Ticks”) since 2008.
Mindful Employer and Mindful Employer Plus signatory	Mind BLMK has been committed to the Mindful Employer charter since 2008 (www.mindfulemployer.net)

