**Crisis Café Team Coordinator   
Journey Recovery Hub | Richmond Borough Mind**

## Job Description

**Job Title**: Crisis Cafe Team Coordinator, Journey Recovery Hub

**Salary:**  £31,000 – £33,000 per annum (Full Time Equivalent\*) dependent on experience

**Hours of work:**  27 hours per week

*(\*£23,914.29 - £25,457.14**pro rata)*

Rolling 2-week rota, 3 days on week 1, 4 days on week 2 (5.30pm-11pm weekdays, 2pm-10pm Saturdays and 2pm-8pm Sundays).   
Exact shift pattern to be agreed at interview.

**Location**: This role covers 2 locations, with a rotating shift pattern that includes:

32 Hampton Road, Twickenham, TW2 5QB and

Alfriston Centre, 3 Berrylands Road, Surbition, Kingston KT5 8RB   
 Our Criss Café service is delivered in partnership with Kingston Mind

**Responsible to**: Services Manager

**Responsible for**: Support workers, Outreach worker, Volunteers

**Length of Contract:** Permanent, subject to funding

## 1. Job Purpose

To lead and coordinate the daily operations of the Crisis Café, ensuring the provision of high-quality, person-centred support to individuals experiencing mental health crises. The Team Coordinator will oversee staff and volunteers, maintain a welcoming and safe environment, and collaborate with local services to provide appropriate interventions and referrals. The role focuses on promoting recovery, reducing crisis escalation, and ensuring the café operates efficiently in line with organisational policies and best practices.

This role is one of two Crisis Cafe Team Coordinator roles; it is designed in partnership to deliver a safe and supportive professional structure in a high-intensity mental health service environment, enabling mutual collaboration, shared experience and quality assurance.

One of the roles will have a greater emphasis on case work, effectively coaching the team on their one-to-one cases, developing training and delivering feedback and job shadowing opportunities and covering some case work in person. The other (this) role will also feature case work but with a greater emphasis on operational management, including: operational reporting, promotion of the Crisis Café and Journey Recovery Hub services, outreach with other agencies including NHS and partners for in and outbound referrals, and internal colleagues.   
  
  
**Journey Recovery Hub – Team Structure**

For this particular role, we are looking for an individual to lead on the strategic aspects, so you will excel in written and verbal communication, administrative systems, reporting and advocacy, with an ability to create strong partnerships and to promote the service to its full potential. As part of a well-resourced management team, you will ensure that the service is equipped to support the wellbeing of our service users, and that we strengthen the abilities of our talented and devoted team of Crisis Café support workers.

The Journey Recovery Hub (JRH) Crisis Café provides support to those who are at risk of experiencing a mental health crisis outside of normal service hours.

The service aims to provide mental health support and deliver the following key outcomes:

* Prevent escalation of mental health problems and thereby avoid a mental health crisis
* Prevent unnecessary referrals to secondary mental health services, A&E departments and other emergency and out-of-hours services
* Improve mental health and wellbeing
* Increase independence and self-management
* Reduce isolation

The Journey Recovery Hub-Team Coordinators will be responsible for two sites, one in Richmond and the other in Kingston, they will ensure that the hubs deliver a high-quality service and achieve the outcomes required by the funders – NHS South West London ICB. *Please note that the Crisis Cafe Journey Recovery Hub is required to be open for 365 days of the year.*

## 2. Main Duties and Responsibilities

**Service Delivery**

1. To be responsible for the successful delivery of the Richmond and Kingston Recovery Hubs, providing a vital recovery pathway to prevent escalation of mental health problems.
2. To be responsible for the day-to-day delivery/coordination of the service, i.e. client allocation, staff rotas, shift cover, and delivery of groups and activities.
3. To ensure that people using the service are supported to develop self-management strategies and make the best use of their local resources.
4. To lead on identifying areas for development and improvement for the service, to work with Service Manager to ensure that our crisis interventions represent best practices and meet local need.
5. To work with the Service Manager and senior colleagues to adapt the provision to ensure ongoing availability in light of external events such as pandemic, fire or other extreme events.
6. To hold caseloads and provide individualised support that focuses on the recovery goals of the person being supported.
7. To provide up to date information and advice to the team that informs clients about services and resources available, and to signpost and/or refer individuals to other agencies as appropriate.
8. To identify potential risks within the service and communicate and manage risk and safeguarding issues effectively.

**Management**

1. To develop an effective workforce for the service, in line with RB Mind’s HR Policies, procedures and guidance (recruitment, line management, workload planning, training, support and development of crisis workers and volunteers).
2. To lead and support the staff team to ensure the effective operation of the café. This includes overseeing day-to-day activities, providing guidance and support to team members, and fostering a collaborative and positive work environment.
3. To establish excellent working relationships with out-of-hours services such as Police, Crisis Teams and GPs, particularly around inward and outward referrals.
4. To encourage involvement opportunities for client consultation events to ensure our service is client led and meeting needs.
5. To ensure timely monthly monitoring and reporting of service in line with RB Mind’s contract and systems requirements and procedures and ensure team members input data efficiently on our databases
6. To be responsible for Finance and HR in line with RB Mind’s policies and procedures, to ensure monthly returns are completed, petty cash, sickness, and annual leave are recorded accurately.
7. Responsible for complying with RB Mind’s governance policy & H&S policies, procedures and guidance (i.e. risk assessments, reviews, reporting, safeguarding, incidents/accidents, premises).

**General duties and responsibilities**

1. To work within the legal framework of the Data Protection Act and GDPR legislation.
2. To attend and actively participate in supervision, annual performance appraisal and team meetings on a regular basis.
3. To attend meetings, conferences, mandatory training and continued professional development.
4. To adhere to the safeguarding adults and children policy, following reporting and recording processes in the event of any safeguarding incidents.
5. To manage incidents with the support of the Service Manager or the on-call manager and to ensure the effective recording of all incidents.
6. The post holder must maintain and adhere to RB Mind’s policy portfolio, including Equal Opportunities, Confidentiality, Privacy Policy, Health and Safety and Safeguarding Policies.
7. To undertake any other reasonable tasks consistent with the grade and purpose of the post.

**Person Specification**

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| --- | --- | --- | --- | --- |
| **Dimension** | **Scope** | **Essential** | **Desirable** | **Assessed by Application/ Interview** |
| **Qualifications** | Good Literacy and Maths skills | Tick with solid fill |  | A |
| Good IT skills, able to use CRM systems to log data. | Tick with solid fill |  | I |
| Mental Health First Aid Training & or Suicide prevention training |  | Tick with solid fill | A/I |
| **Experience** | Experience of delivering support to vulnerable adults and groups to increase their independence and develop self-management strategies (especially in mental health) |  | Tick with solid fill | A/I |
| Demonstrable experience of managing emotional situations (de-escalating mental health crisis regularly / situations which have tested resilience) | Tick with solid fill |  | A/I |
| Experience of managing small teams and volunteers, | Tick with solid fill |  | I |
| Experience of managing risk and conducting assessments. | Tick with solid fill |  | A/I |
| Working knowledge of the recovery approach in mental health service provision | Tick with solid fill |  | A/I |
| Strong grasp of equal opportunities, confidentiality, data-protection, risk management and anti-discrimination practice | Tick with solid fill |  | A/I |
| **Knowledge** | Have a broad academic understanding of mental health diagnosis and how to support someone in crisis | Tick with solid fill |  | A/I |
| Strong leadership skills | Tick with solid fill |  | A/I |
| Ability to communicate effectively both orally and in writing to people of all levels | Tick with solid fill |  | A/I |
| Capable of working under own initiative, planning and prioritising own workloads | Tick with solid fill |  | A/I |
|  | Good Knowledge of Suicide prevention strategy Nationally | Tick with solid fill |  | A/l |
|  | Strong grasp of equal opportunities, confidentiality, data-protection, risk management and anti-discrimination practice . | Tick with solid fill |  | A/l |
| **Skills & Abilities** | * To work within RBMind’s mission & values * Proficiency in Microsoft Office packages * Strong administrative skills, including use of databases * Willingness to travel throughout London Borough of Richmond on Thames & Kingston * Available to work evening/weekend hours * Positive and flexible attitude to work | Tick with solid fill |  | A/I  A  A  A  A  A |