

Job Description

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| **Job Title:** | **Listening Lounge Lead** | | |
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| **Grade:** | £ 24,589 - £26,998 | | |
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| **Immediate Supervisor:** | Wellbeing Services Manager | | |
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| **Immediate reports:** | Listening Lounge Workers/ designated project workers/Volunteers. | | |
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| **Hours of Duty:**  **Location:**  **Staff Benefits:** | **20-35** hours per week (based on availability).  This role currently includes Tuesday afternoons 12pm – 4pm and evenings sessions between 4pm – 8pm Monday to Thursday and alternate Saturday afternoon session between 1:00- 5:00pm at Rochdale location.  Working across both Listening Lounge locations: Rochdale Wellbeing Centre and Middleton Wellbeing Café and Centre.  25 Days Annual Leave, rising with extended service to 32 days per year, plus statutory bank holidays pro rata  Auto-enrolment Pension scheme with 3% contribution from the organisation  We offer ongoing training and development opportunities  We are committed to providing wellbeing opportunities in support of staff, including an Employee Assistance Programme. | | |
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| **Any Special Conditions of Service:** | All service delivery will model the belief that we all have the potential to make positive change and to lead meaningful and purposeful lives.  All staff will contribute to the ongoing development of an ambitious and inspirational culture and provide hope, empowerment and choices that support individuals to thrive and reach their full potential.  This role is subject to an Enhanced with Barring List Disclosure and Barring Service (DBS) Check. A previous conviction does not necessarily preclude employment.  If you require further information or support regarding criminal record disclosures, please visit [www.nacro.org.uk](http://www.nacro.org.uk) or [www.unlock.org.uk](http://www.unlock.org.uk)  To support this we embrace our values of:  Open – We reach out to anyone who needs us.  Together – We are stronger in partnerships.  Responsive – We listen, we act.  Independent – We speak out fearlessly.  Unstoppable – We never give up. | | |
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The Listening Lounge Service

The aim of the Listening Lounge Service is to provide support to individuals who are experiencing emotional distress and present with self-defined crisis, allowing access without prior arrangement, although also available through a bookable appointment service.

The Listening Lounge service provides a safe, welcoming none clinical environment, giving a a listening ear, practical support and/or a referral for a mental health assessment if required.

Summary of Main Duties and Objectives of the Job:

1. To hold day to day responsibility of the delivery of the Listening Lounge and provide cover for some Listening Lounge shifts.
2. Manage the rota for the Listening Lounge.
3. Ensure the Listening Lounge is run effectively, coordinating the delivery of each shift and ensure all notes are accurately recorded.
4. To support the engagement of and hold a case load of service users. To complete follow up work from the shift, including onward referrals to other agencies.
5. To take responsibility for safeguarding and Health and safety during the Listening Lounge sessions and during case work, with guidance from the safeguarding lead.
6. To work with service users to gather feedback and ensure their involvement in the way the Listening Lounge delivers its services.
7. To liaise closely with partner agencies (voluntary and statutory) to ensure a joined up approach is maintained for the service users and its on-going service development.
8. To take overall responsibility for Listening Lounge Workers and Volunteers as appropriate and be responsible for delivering, reviewing and monitoring outcomes.
9. You will be responsible for recording client data accurately and in turn to analyse information and collate reports and case studies.
10. Manage and provide guidance, support and session debriefs to the Listening Lounge workers and actively participate in staff development.
11. To work with the PCFT and other services to manage gateway into the Listening Lounge service, providing effective information to ensure accessibility and identify unmet need.
12. To promote and market the services provided by the Mind Wellbeing Centre and Listening Lounge.
13. To establish and maintain effective communication with relevant statutory and non-statutory agencies and participate in external meetings and forums as required.
14. To facilitate wellbeing sessions to promote and maintain the wellbeing of service users. To provided one to one assessments to assess needs of service users and give correct guidance for appropriate services whether that is RDM Mind or alternative agencies.

Secondary Duties:

1. To play a part in the senior staff team.
2. To participate in the strategic planning of the organisation.
3. To undertake the responsibility of specific pieces of development work as agreed as part of individual work plan.

Responsibilities:

1. Be responsible for own safety and welfare in accordance with the Health and Safety Policies of the organisation for service users and volunteers, under the direction of  your line manager.
2. To undertake training and other learning opportunities as required and take a shared responsibility for personal development.
3. To work within our policies and procedures for maintaining safeguarding principles whilst working with service users, volunteers and staff, with support from your line manager and the Designated Safeguarding Lead.
4. To maintain an up to date work plan and to regularly meet with line manager for supervisions, appraisals and reviews as necessary
5. To undertake any duties and responsibilities of an equivalent nature, as may be determined by the CEO from time to time in agreement with the post holder and after consultation.

General principles for all Mind staff:

1. To promote the empowerment of people who experience mental health and emotional wellbeing issues and to help them speak out.
2. To support the active participation of mental health and emotional wellbeing service users in the services they receive.
3. To practice anti-discriminatory behaviour and to adhere to Rochdale and District Mind’s objectives and policies in the delivery of all its services.

These responsibilities are subject to annual review and may need to be adjusted in line with service developments.

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| Prepared by | Alice Astley | Date | 10/06/2024 |
| Agreed by Post holder | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |
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| Supervisor | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |
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| Chief Officer | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |