

## Job Description

**Title:** Hub Service Manager

**Based at:** Crisis Hub (Bury St Edmunds & Ipswich)

**Reports to:** Head of Health & Wellbeing

**Accountable for:** Senior Practitioners, Recovery Navigators, Relief Workers, Volunteers

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## Key objectives of role:

1. To ensure the project is secure and safe for the comfort and wellbeing of all individuals.
2. The post holder is required to work flexibly in the best interest of the Trust.
3. To be familiar with the philosophy and values of Access Community Trust and to reflect these in all their duties.

## RESPECT

- We show consideration for one another
- We recognise each other's differences
- We understand the customer's needs and expectations and go out of our way to meet these

## EXCELLENCE

- We will always push the boundaries of achievement, for ourselves and our customers and clients
- We strive to deliver the highest quality and value possible through simple relevant solutions
- We will implement challenging strategic targets whilst continually striving to exceed them

## AMBITION

- Our service is driven by passion and enthusiasm with the ambition to reach all vulnerable and socially excluded people without exception
- We will deliver services that raise aspiration
- We respect our wide ranging communities and are motivated to diversify the service we provide

## **CREATIVITY**

- We build a positive environment where we all have the courage to speak, question, and challenge each other to continuously inspire improvement
- We will encourage and strive to innovate in all aspects of our work-celebrating our successes and learning from our mistakes
- We will embrace and utilise our clients' strengths and build their confidence to co-produce and gain growth together

## **HONESTY**

- We will operate our service with honesty, delivering to the highest ethical standards and monitoring with accuracy
- We promote robust, consistent and evidence-based approaches in the delivery of all our services
- We will provide our services in a transparent and accountable way

## **Main responsibilities**

1. To support the Chief Executive, department lead and Marketing Manager in promoting the Crisis Hub Service.
2. To maintain high levels of expertise and knowledge of this area of work to ensure high standards of practice within the team.
3. Ensure compliance with the aims and objectives of the service.
4. To work collaboratively across Suffolk in developing and maintaining the Crisis Hub within Access Community Trust (ACT).
5. To have a good overall strategic awareness of the needs of this client group and the services currently provided by all agencies both statutory and voluntary sector.
6. To identify gaps in service and actively develop strategies and partnerships to overcome the shortfalls.
7. To identify, manage and build a relationship with the mental health trust, ambulance service, police and other relevant community groups which ensures effectiveness of the crisis pathways for those who need further support or signposting.

8. Operate a service that enables outcomes which support individuals to deescalate crisis and develop strategies for recovery and increased wellbeing, in line with contract requirements.
9. To participate in local planning groups and liaison meetings as appropriate in the development of comprehensive service provision for the client group.
10. To disseminate specialist information and techniques as widely as possible to enhance the development and provision of services.
11. Lead on the recruitment of staff within the Crisis Hub Service, and actively participate in the recruitment process within the wider trust.
12. Assessing client need and suitability for the service on a daily basis.
13. Work with the Senior Recovery Navigators to ensure regular involvement of clients, volunteers and staff on local service delivery, organisational matters and wider mental health and crisis care strategies.
14. Maintain an effective workforce for the service in line with ACT's policies, procedures and guidance.
15. Form positive relationships with local colleges and universities to provide placements undertaking relevant training/qualification courses.
16. Maintain responsibility for the collection, updating, monitoring and reporting of service data in line with the contract requirements.
17. To work closely with all relevant ACT services to ensure that joint working and pathways are developed for increased support for clients.
18. To provide interventions that are evidence based, and to follow client centred principles. This will involve assessing, planning, implementing and evaluating the outcomes of interventions, and maintaining appropriate records.
19. To be aware of all casework within the service and be prepared to assist in the event of staff shortages.
20. Ensure that appropriate records and documentation are inputted in a timely manner and stored securely on the ACT Customer Relationship Management (CRM) Views system.

21. To adopt a flexible approach to working practice in order to maximise the effectiveness of the services and service users.
22. Maintain responsibility for health and safety of the service and premises, in line with ACT's policies, procedures and guidance (risk assessments, incidents/accidents, premises).
23. Maintain responsibility for the handling of all monies in line with ACT's financial policies, procedures and guidance (records, petty cash income and expenditure).
24. Carry out regular service audits to ensure compliance at a high level.
25. Commit to and complete training and qualifications identified for the role in line with the organisational need, and to identify training needs within the team through team meetings, supervisions and appraisals
26. To act at all times in accordance with Trust policies and procedures.
27. To advise Health & Wellbeing Lead and/or Health & Wellbeing project manager on clinical and personnel issues affecting client care and the quality of service within the team.
28. To ensure the service remains operational by being flexible and working from either site (Bury St Edmunds & Ipswich).
29. Employees must take reasonable care for the Health and Safety of his/her self and/or others who may be affected by his/her acts or omissions at work.
30. All information relating to clients and staff gained through your employment is confidential. Disclosure to any unauthorised person is a serious disciplinary offence or may result in litigation.
31. All staff will be expected to work within professional and socially acceptable boundaries; this includes forming appropriate relationships with service users and carers both on and off duty.
32. To ensure that work is conducted in accordance with the Trusts Equality and Diversity strategy and to contribute to its development.
33. To undertake any additional tasks or duties reasonably requested by ACT senior leadership team.