

INFORMATION PACK

## Safe Haven Manager Redcar





# WELCOME

## A few words from our CEO

Thank you for your interest in our organisation and this role.

We're proud to have directly helped 27,000 local people this last year, more than we've ever supported. We've been working in local communities to improve mental health and wellbeing for 30 years and during that time our support has evolved, enabling us to help people in new and impactful ways.

We believe everyone has the right to enjoy good mental health and our team of trusted professionals provide expert support to help people lead full and happy lives. What's more, we campaign locally to improve services, raise awareness and promote understanding of what good mental health looks like.

Ours is a vibrant organisation to work for and our staff are our most important asset. We know just how important the benefits of a mentally healthy workplace are. So, it's only natural that our people and our culture are at the heart of all we do. Staff wellbeing is a high priority for us and we take great care and pride in making sure that everyone who works with us feels valued and supported. We're dedicated, friendly and open, working together to improve the lives of local people experiencing mental health problems.

I hope you'll be interested in joining our team once you've read this pack and I look forward to meeting you.

**Emma Howitt**  
**CEO**

## Our Values

### CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

### WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

### TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

### DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

### PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



"Yesterday really shifted my perspective and gave me clarity on things. I've been reading more about my complex PTSD and so much more makes sense to me now. I genuinely just thought I would live the way I am now for the rest of my life, but this has been amazing."

**Saira, 44, Middlesbrough**



# Safe Haven Manager - Redcar

**Teesside Mind's Redcar Safe Haven is a new, pioneering service offering a compassionate, community-based alternative to complement NHS crisis support. This is the first service of its kind on Teesside, designed to provide immediate, trauma-informed care to individuals experiencing mental health crisis or severe emotional distress.**

We are seeking a highly motivated and experienced leader to take on the role of Safe Haven Manager - Redcar. This is a critical position, responsible for the operational delivery, strategic development, and quality assurance of the service.

The Safe Haven is designed to be a lifeline for individuals in distress, offering a non-clinical, supportive space where people can find stability, connection, and hope. As Manager, you will play a vital role in shaping the culture, quality, and impact of this service — ensuring it delivers meaningful support in the community.

## Main Duties

As Safe Haven Manager, you will:

- Provide strategic and operational leadership to ensure the service meets its objectives and delivers high-quality support.
- Lead and manage a multidisciplinary team, including team leads, mental health practitioners, and peer workers.
- Ensure the delivery of trauma-informed, person-centred care, tailored to the needs of individuals in crisis.
- Develop and maintain formal referral pathways and partnerships with statutory and voluntary sector services.
- Promote the Safe Haven across Redcar and Teesside, raising awareness and building stakeholder engagement.
- Oversee recruitment, induction, supervision, and ongoing development of staff.
- Ensure compliance with policies including safeguarding, health and safety, and information governance.
- Monitor service performance, produce reports, and identify areas for improvement and innovation.
- Champion equity of access, inclusion, and the meaningful involvement of people with lived experience.
- Represent the service at multi-agency forums and lead a reference group to ensure responsiveness to stakeholder needs.
- Support Team Leads in implementing strategic goals and maintaining service standards during operational hours.

## Person Specification Criteria

Experience & Qualifications	Essential	Desirable
Graduate level qualification or equivalent experience, in a relevant area	●	
Health and social care qualification		●
Management qualification		●
Significant experience in managing mental health, crisis support, or community-based services	●	
Proven track record of leading and supervising multidisciplinary teams	●	
Proven experience in safeguarding, safety planning, and health & safety compliance	●	
Experience in service design or launching new services		●
Lived experience of mental health challenges		●
Experience facilitating lived experience involvement and influence		●
Experience contributing to funding bids or securing resources for service growth		●

Knowledge	Essential	Desirable
Strong understanding of trauma-informed and person-centred approaches	●	
Knowledge of mental health referral pathways and partnership working with statutory and voluntary sector organisations	●	

<b>Skills and Competencies</b>	<b>Essential</b>	<b>Desirable</b>
Excellent leadership and team management skills, with the ability to motivate and support staff	●	
Strong organisational and project coordination skills, including rota planning and resource allocation	●	
Effective communication and interpersonal skills, with the ability to build trust and maintain professional relationships	●	
Competence in monitoring service performance, analysing data, and producing reports	●	
Ability to manage incidents, respond to safeguarding concerns, and uphold information governance standards	●	
Familiarity with digital tools and remote support models		●

<b>Other Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Demonstrates empathy and a commitment to supporting individuals in distress	●	
Creates a safe, inclusive, and respectful environment for all	●	
Acts with integrity, maintains confidentiality, and leads by example	●	
Upholds high standards of conduct, accountability, and service delivery	●	
Shows resilience, initiative, and a proactive approach to problem-solving and service development	●	

## Main Terms and Conditions

**Job Title:**

Safe Haven Manager - Redcar

**Contract:**

Permanent

**Responsible to:**

Services Manager

**Hours:**

30 hours per week, including regular evening and weekend work

**Salary:**

£35,050 per annum, pro rata for part-time (£18.46 per hour)

**Location:**

Redcar

**Disclosure:**

The post holder is required to provide suitable references, undertake an enhanced DBS check with subsequent rechecks and completion of a 26-week probationary period.

## How to Apply

If you would like to find out more about this opportunity, please call 01642 257 020 to speak to Kerry Robinson.

Please complete the application form on our website.

**Closing date for applications:  
Wednesday 24<sup>th</sup> September 2025**

## **Standard benefits:**

- Defined salary according to job evaluation and Teesside Mind pay scales
- Contributory pension scheme
- Travel expenses in line with HMRC

## **Enhanced benefits:**

- Access to EAP wellbeing service
- Holidays commence at 26 days plus 8 BH and increase with length of service up to 32 days plus 8 BH\*
- Up to 2 days (15 hrs) off for volunteer / charity work\*
- Up to 3 days (22.5 hrs) off for time off to care for dependants\*
- Up to 6 hrs for medical appointments\*
- Up to 2 weeks of bereavement leave for the death of a close/immediate family member\*
- Enhanced Maternity, Adoption, Surrogacy, Paternity pay
- Free parking at Middlesbrough and Stockton offices (subject to availability)
- Access to financial rewards and discounts for high street shops, restaurants, holidays etc.

## **Other Family Friendly Benefits:**

- Flexible working\*\*
- Hybrid working\*\*
- Other time off including but not limited to carers leave or parental leave either paid or unpaid as defined by statutory provisions.

## **Personal Development:**

- Monthly supervision and a personal development plan (with and without funding - subject to approval)
- Annual development day for staff and volunteers

All essential job criteria are subject to reasonable adjustments in line with the Equality Act 2010

- \*All benefits are pro-rata for part time or part year contracts
- \*\* Subject to meeting the needs of the individual, the team and service delivery



INFORMATION PACK

## Safe Haven Manager - Redcar



The Mind Centre,  
90-92 Lothian Road,  
Middlesbrough, TS4  
2QX.

**T: 01642 257020**

[info@teessidemind.org.uk](mailto:info@teessidemind.org.uk)

