

INFORMATION PACK
**Mental Health
Practitioner –
Redcar Safe Haven**





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

Mental Health Practitioner – Redcar Safe Haven

Teesside Mind is seeking compassionate and capable individuals to join our team as Mental Health Practitioners. This role is integral to the delivery of Redcar Safe Haven, a newly established service offering a community-based alternative to complement NHS crisis support.

Operating during evenings and weekends, the Safe Haven provides a non-clinical, welcoming environment for individuals experiencing mental health crisis or emotional distress. Mental health practitioners play a vital role in ensuring that people accessing the service receive timely, respectful, and effective care during moments of acute need.

You will work under the supervision of the Team Lead or Manager during each shift, contributing to the delivery of high-quality, trauma-informed support.

This role offers the opportunity to make a meaningful impact in the lives of individuals facing mental health challenges. While the work can be emotionally demanding, it is also deeply rewarding. Teesside Mind provides robust support for staff, including supervision, peer reflection, wellbeing initiatives, and opportunities for professional growth.

Mental health practitioners will be asked to provide flexible cover for shifts as needed.

We welcome applications from individuals who:

- Demonstrate a genuine commitment to supporting people experiencing mental health crisis.
- Possess strong empathy, communication, and interpersonal skills.
- Are confident working both independently and as part of a team.
- Are committed to upholding professional standards and contributing to a culture of care and respect.

Main Duties

- Provide one-to-one support to individuals in crisis via face-to-face, telephone, video, or messaging platforms.
- Apply trauma-informed and person-centred approaches to help individuals stabilise emotions and manage distress.
- Support individuals with safety planning, ensuring they leave the service with a clear and supportive plan in place.
- Provide practical guidance, signposting to relevant services and making onward referrals where appropriate.
- Respond to referrals, manage appointments, and conduct follow-up calls to ensure continuity of care.
- Work collaboratively with colleagues and external partners to ensure joined-up support and effective communication.
- Maintain accurate and high-quality record keeping supporting safety, accountability, and service evaluation.
- Promote influence and participation of people with lived experience, encouraging feedback and participation in service development.
- Uphold principles of equity and inclusion, ensuring access for marginalised groups and reducing stigma.
- Participate in ongoing training and professional development, maintaining up-to-date knowledge and skills.
- Adhere to all organisational policies, including those relating to safeguarding, health & safety, and information governance.
- Support the Team Lead in maintaining a safe, calm, and welcoming environment during each shift.

Person Specification Criteria

Experience & Qualifications	Essential	Desirable
Level 3 qualification or equivalent experience in a relevant area	●	
Experience delivering mental health support, crisis support or related experience	●	
Experience supporting individuals in situations of severe distress	●	
Experience of delivering mental health support and interventions	●	
Experience of trauma-informed safety planning	●	
Experience of liaison, advocacy & partnership working	●	
Lived experience of mental health challenges		●
Experience working with marginalised or underrepresented groups		●
Experience contributing to service development or user involvement initiatives		●
Experience facilitating lived experience involvement and feedback processes		●
Experience supporting service development or contributing to new service launches		●

Knowledge	Essential	Desirable
Understanding of trauma-informed and person-centred approaches to support	●	
Understanding of safeguarding principles and procedures	●	
Knowledge of the challenges faced by individuals experiencing mental health crisis	●	
Familiarity with local mental health services and referral pathways	●	

Skills and Competencies	Essential	Desirable
Strong interpersonal and communication skills, with the ability to build trust and rapport quickly	●	
Ability to remain calm and supportive in high-pressure or emotionally charged situations	●	
Confident in delivering one-to-one support both in person and remotely (e.g., phone, video, messaging)	●	
Person-centred assessment & appropriate decision-making on care pathways	●	
Able to work independently and as part of a team, using initiative and sound judgement	●	
Competent in maintaining accurate records and following service protocols	●	
Able to maintain appropriate boundaries and manage emotional demands of the role	●	

Other Personal Qualities	Essential	Desirable
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:

Mental Health Practitioner – Redcar Safe Haven

Contract:

Permanent

Responsible to:

Safe Haven Manager/Team Lead

Hours:

Working shifts of 6.5 hours between 4pm and 11pm, across 7 days per week; number of shifts per week is flexible

Salary:

£15.08 per hour (equivalent full-time salary of £28,626)

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:
Tuesday 30th 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

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