



INFORMATION PACK

Safe Haven Team Lead
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 Team Lead - Redcar

Teesside Mind is seeking experienced and committed individuals to join our team as Safe Haven Team Leads. These two roles are central to the delivery of Redcar Safe Haven, a newly established service offering a compassionate 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. The service is staffed by a multidisciplinary team including mental health practitioners and peer workers.

As Team Lead, you will act as the senior practitioner on shift, ensuring the service is delivered safely, effectively, and in line with organisational standards and values. You will also support the Manager in implementing strategic goals and maintaining service quality during operational hours.

This is a vital leadership role within a pioneering service that places compassion, dignity, and community at the heart of crisis support. As Team Lead, you will ensure that individuals in distress receive high-quality care and that the team operates with professionalism, empathy, and integrity.

Main Duties

- Coordinate referrals and enquiries, ensuring timely and appropriate responses.
 - Provide leadership and supervision to the team on shift, offering guidance, coaching, and support.
 - Deliver direct support to individuals in severe distress or crisis using trauma-informed, person-centred approaches.
 - Ensure the environment remains safe, calm, and welcoming.
 - Maintain accurate and high-quality record keeping and ensure compliance with service protocols.
 - Support the recruitment, induction, and ongoing development of staff.
 - Monitor team performance, conduct observations, and provide constructive feedback.
 - 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.
 - Manage safeguarding concerns and incidents in accordance with organisational policies.
 - Support compliance with health & safety, safety planning, and information governance requirements.
 - Support the Manager in implementing service strategy and maintaining quality standards
- Oversee the day-to-day operation of the Safe Haven during your shift, including opening and closing procedures.

Person Specification Criteria

Experience & Qualifications	Essential	Desirable
Graduate level qualification or equivalent experience in a relevant area	●	
Health and social care qualification		●
Management qualification		●
Experience working in mental health, crisis support, or related health and social care settings	●	
Demonstrable experience of leading or supervising teams in a support or care environment	●	
Experience supporting service development or contributing to new service launches		●
Lived experience of mental health challenges		●
Experience working with marginalised or underrepresented groups		●
Experience facilitating lived experience involvement and feedback processes		●
Proven experience of safeguarding, safety planning, and health & safety protocols	●	

Knowledge	Essential	Desirable
Understanding of trauma-informed and person-centred approaches to crisis care	●	
Familiarity with referral pathways and multi-agency working	●	

Skills and Competencies	Essential	Desirable
Strong leadership and team coordination skills, with the ability to guide and support staff and volunteers during shifts	●	
Excellent communication and interpersonal skills, with the ability to respond calmly and effectively in high-pressure situations	●	
Competence in managing referrals, coordinating support, and maintaining accurate records	●	
Ability to assess risk, respond to safeguarding concerns, and uphold service standards	●	
Skilled in providing constructive feedback, conducting observations, and supporting staff development	●	

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:

Safe Haven Team Lead – Redcar

Contract:

Permanent

Responsible to:

Safe Haven Manager

Hours:

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

Salary:

£17.20 per hour (equivalent full-time salary of £32,649)

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 24th 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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The Mind Centre,
90-92 Lothian Road,
Middlesbrough, TS4
2QX.

T: 01642 257020

info@teessidemind.org.uk

