

Mosaic Clubhouse

Evening Sanctuary Coordinator Job Pack



Mosaic

Clubhouse

ROLE SUMMARY

Mosaic Clubhouse provides personalised community support for individuals with mental ill health in Lambeth. The Evening Sanctuary offers non-clinical support for individuals in crisis, operating from 18:00 to 24:00 daily. The role involves supporting attendees to manage crises, liaising with referrers, and ensuring the service is recovery focused.

Salary: Pro-rata for 12 hours: £14,056 per annum (FTE £43,892)

Hours Saturday and Sunday (2 days): 18:00–24:00

Location Mosaic Clubhouse, 65 Effra Road, London SW2 1BZ

Reporting to Programme Manager



Mosaic has helped me so much since I started. Whilst doing worthwhile activities and accumulating skills, I've grown in confidence, become more sociable and developed meaningful friendships. I can now see possibilities for the future. Nicola, Mosaic member

ABOUT MOSAIC CLUBHOUSE

Mosaic Clubhouse supports people in the London Borough of Lambeth who are living with severe and often enduring mental health issues, enabling them to regain the confidence and skills necessary to lead productive and satisfying lives. We offer a wide range of opportunities, access to education and employment, crisis support and information and signposting to other local organisations.

Mosaic's approach is built on the internationally recognised Clubhouse model of rehabilitation whereby staff and attendees work together to run the Clubhouse. This is a uniquely effective model of co-production, combining voluntary participation, peer support and the skill of our staff team to engage members. It allows individuals to identify their skills and talents and achieve their aspirations and embeds mutual respect between service users and support staff. We currently have 400 active members.

We create a nurturing environment where our members can find purpose and grow together while making use of their skills to foster a sense of purpose and progress. Together, we work towards building a brighter future for those on their journey to mental wellbeing. Our mission is to support the recovery of those facing mental health challenges by providing them with opportunities to work, learn, and contribute their talents within a community of mutual support.

Although Mosaic is part of an international network of Clubhouses, we are the only accredited Clubhouse currently operating in the UK.

We are looking for outstanding people from a diverse range of backgrounds to join our organisation and contribute to our work to create lasting change for those in Lambeth living with and recovering from mental health challenges. Read on to learn more about what we are looking for in this role.



Coming to Mosaic gives you an opportunity to get out of the house, even though you're working here, you still meet people and socialise. I think it helps build your confidence and improve your social skills. Jamell, a young adult Mosaic member

KEY RESPONSIBILITIES

Leadership and Management

- Provide direction and leadership to the Evening Sanctuary team.
- Manage team tasks and schedules.
- Supervise the weekend Engagement Worker and conduct performance evaluations and training needs assessments in partnership with the Programme Manager.
- Motivate and encourage members and volunteers in the Sanctuary's work by identifying tasks and delegating effectively.
- Resolve disputes and problem-solve as needed.
- Support skill development among staff and members in collaboration with the Programme Manager.

Individual-Based Support Work

- Help individuals regain confidence and self-esteem using the values of the Clubhouse.
- Record accurate data and provide reports as needed.
- Encourage individuals to engage in community, social, and leisure activities as part of their recovery.

Advocacy and Mediation

- Signpost attendees to community services through the information hub.

Health and Safety Compliance

- Ensure compliance with health and safety regulations.
- Conduct or organize training on food hygiene and safety standards in collaboration with the Café and Garden Unit Co-ordinator.
- Maintain high standards of sanitation and food hygiene at all times.

Training and Development

- Ensure all support staff, volunteers, and members are fully trained to assist attendees effectively.
- Provide one-to-one training and mentorship for staff, volunteers, and members as needed.
- Attend quarterly group supervisions on a specified weekday from 6-7pm.

External Relationships

- Build positive relationships with referrers and partners, including A&E teams, Home Treatment Teams, Crisis Lines, and Community Mental Health Teams.

I'm now working full time. I'm very grateful to Mosaic Clubhouse for the support received in achieving this goal.

Mosaic member

KEY RESPONSIBILITIES

Monitoring, Evaluation, and Review

- Implement accurate reporting systems.
- Collaborate with the weekday Sanctuary Coordinator to review systems and policies.
- Conduct monthly supervision meetings with the Programme Manager.
- Collaborate with the weekday Sanctuary Coordinator to process data and create monthly reports for commissioners.

Cleaning and Stocktaking

- Ensure daily cleaning schedules are followed.
- Maintain sanitation and waste disposal standards.
- Engage members in maintaining cleanliness and high standards

Clubhouse Participation

- Promote Mosaic Clubhouse's ethos and procedures in line with Clubhouse International standards.
- Foster a welcoming, non-clinical atmosphere for members and visitors.
- Support the induction and training of new members, volunteers, and staff.
- Encourage member participation in governance and decision-making.
- Participate in routine cleaning and maintenance tasks.



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Mosaic member

SELECTION CRITERIA

Essential

- Leadership skills, including motivating teams and setting goals.
- Proficiency in Microsoft Word, Excel, email, and search engines.
- Experience providing information services on jobs, welfare, and education.
- Experience delivering training. Knowledge of community resources.
- Extensive experience working with individuals in community mental health rehabilitation programs.
- Proven ability to manage and support staff.
- Strong understanding of mental health needs and relevant legislation.

Desired

- Experience within a Clubhouse or participatory-managed program.
- Certificate in Food Hygiene.
- Evidence of additional training or study.
- Full, clean UK driving license.

Knowledge, Skills and Attributes

- **Leadership Qualities:** Proven ability to lead teams and resolve disputes amicably.
- **Interpersonal Skills:** Strong written and verbal communication, active listening, and motivational skills.
- **Organised:** Ability to manage workloads, break down tasks, and meet deadlines.
- **Recovery-Focused:** Empathetic and committed to individual recovery support.
- **Performance-Driven:** Results-oriented with a focus on quality and strategic planning.
- **Personal Attributes:** High levels of integrity, self-motivation, and adaptability.



*I'm able to enjoy life again and education is a big part of that.
The course at Mosaic gets me out the house and gives me something to look
forward to each week. Joe, Mosaic member*



SUMMARY OF TERMS AND CONDITIONS

Salary: £14,056 (FTE £43,892) Paid monthly in arrears via BACS.

Working Hours: 12 hours per week, Saturday and Sunday evenings, 18:00 to 24:00.

Induction: The first month involves daytime working hours for induction purposes.

Time Off: Time off in lieu may be agreed with the Programme Manager.

Overtime: Not paid.

Annual Leave: 25 days (pro-rata), rising to 28 days after two years, plus bank holidays.

Supervision: Regular line management supervision provided.

Notice Period: One month on either side.

Pension: Participation in the Auto-Enrolment Pension Scheme, with 3% salary paid by Mosaic Clubhouse, 5% by employee.

Other Benefits: free membership of Benenden Health, offering easy access to health care and discounts on gym membership, shopping and leisure activities.

I used to say to say that I'm all alone, now I know that isn't true. I was born in South America and found true friends in London. In Mosaic Clubhouse I have always been welcomed with open arms.

Jorge, Mosaic member

HOW TO APPLY

The closing date for this position is midday, Friday 24th January 2025.

If this sounds like the role and organisation for you, please go to our website and complete an application form and sending it to:
b.randall@mosaic-clubhouse.org

If you want to have a chat about the role please contact:
Beverley Randall, Programme Manager
Email: as above
T: 020 7924 9657



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