

JOB DESCRIPTION

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| Job Title: Senior Mental Health Service Lead | Grade/Pay Scale: £30,000-£33,500 pa (based on 35 hours per week) |
| Reports to: Contracts Manager | Hours: 1x post on 21 hours per week 1x post on 28 hours per week 1x bank position to cover sickness/annual leave Fixed term up until May 2021 |
| Location: Regent Circus, Swindon | Junction Service |

We are seeking Senior Mental Health Service Leads to join our friendly team at a new project in Central Swindon, The Junction. The project is an out of hours service, open 365 evenings a year, to support and assist individuals experiencing a mental health concern. The aim is to alleviate the need for people in the Swindon locality to access A&E acute mental health services and primary care GP services unnecessarily by managing the presenting symptoms/mental health crisis along with the triggers and context for that crisis.

Job Purpose:

- To support people using The Junction to reduce their levels of mental distress:
- To effectively manage risk and supporting positive risk taking.
- To work with individuals in identifying the triggers of their mental health crisis and offer innovative, positive, compassionate and skilled psycho-social support and interventions, including medication management and advice to enable recovery from mental health crisis and re-engagement with their community.
- To closely liaise with other services that an individual in crisis may be involved with, ensuring that the person is held at the centre and is supported to maximise their potential for recovery and functioning.
- To work with and support families, carers and significant others who are supporting the person experiencing a mental health crisis.
- To lead Well-being support workers in increasing their abilities and confidence to work with people experiencing a mental health crisis.
- To support individuals to improve their own physical and mental wellbeing.
- To recognise and provide support to individuals overcoming barriers to community inclusion.
- To promote a person-centred service, building effective communication with all individuals, partnership organisations and others.
- To maintain and develop professional links with all external agencies, enabling effective signposting.
- This is a public facing role and you will be responsible for welcoming individuals who have been referred to the service; providing a calm environment and ensuring individuals have access to refreshments, ensuring any heightened situations are de-escalated effectively and working in a 121 person centred way to improve individuals physical and mental wellbeing, and creating a clear plan forwards using the 5 ways to Wellbeing model.
- To ensure effective and appropriate communication with all individuals staff, community agencies and partner organisations.
- To ensure the working environment is presentable at all times and portrays a professional image.

- To attend relevant training and supervision to develop own skills.
- To carry out administration work which includes handling money, filing, telephone and computer work.
- To carry out data collection and data monitoring.
- To carry out data reporting when requested by contracts manager.
- Management of sensitive information, following GDPR regulations and information governance.
- To forge strong relationships with all stakeholders
- Proven ability to support someone in a crisis
- Capable of leading and managing a team, including training, staff development and cover for sickness and annual leave.
- Quality driven
- Look to improve the service and patient experience by adopting best practice principles and service user feedback

Details of the Job

- This role is focussed on providing appropriate, effective interventions and treatments to people with a range of mental health needs, enabling and assisting them to meet daily health, social care and wellbeing needs, in line with personal recovery goals, and facilitating engagement with mainstream services.
- The post holder will work autonomously to undertake assessment of a persons mental health, particularly in a crisis situation, planning and delivering defined, intensive, specialist interventions to people with mental health needs, who maybe distressed and in crisis.
- To personally build and lead others in the team to build, hope inspiring relationships with service users, which acknowledge the personal journey of each person, and focus on strengths and aspirations to allow the creation of meaningful personal recovery plans.
- To be responsible for maintaining own workload, as well as planning the workload of others, on a day to day basis, ensuring that time is prioritised effectively, utilising electronic resources such as diaries/scheduling.
- To be responsible for the protection of individuals from abuse and harm in line with local safeguarding policies and procedure.

Training and support

- You will receive a full induction to Swindon & Gloucestershire Mind, your job role and working environment.
- You will have a line manager and receive supervision.
- You will be provided with training to enable you to do your job effectively
- Where possible and relevant to your job, we will support you to further your learning and development.
- De-escalation and breakaway training

Knowledge/Experience/Skills:

Essential

- Diploma level/Degree in relevant health/social care profession
- Experience of managing and leading a team.

- Experience of supporting individuals who are experiencing a crisis, and experience in leading a team to deescalate heightened situations
- Current relevant registration with the NMC or HCPC and commitment to CPD.
- **You must have the right to work in the UK**
- Demonstrates substantial experience gained working in a range of frontline adult mental health services, undertaking assessment and delivering interventions
- Is able to deliver from a range of possible key therapeutic interventions
- Demonstrates a developed understanding of the recovery principles, and the role of secondary mental health services in the delivery of care
- Demonstrates substantial experience of assessing risk and developing risk management strategies
- Demonstrates substantial experience of supervising others, monitoring their performance appraisal and ensuring delivery of activity
- Able to articulate a detailed understanding of the relevant legal frameworks/legislation including CPA process, Mental Health Act , Mental Capacity Act, and Safeguarding.
- Highly developed verbal communication skills, able to engage effectively with people at all levels even when a more assertive approach is needed.
- Highly developed active listening skills, which allow for reframing and testing of understanding
- Highly developed written communication skills, with experience of compiling and sorting notes and reports, establishing statistical data and analysing information
- • Substantially developed IT skills including competent use of Microsoft Office, and the use of electronic record keeping systems
- Demonstrates a willingness to embrace new technology and processes

Review

These duties are intended to be a guide to the post and should not be considered exhaustive. It is subject to review, depending on the needs of Swindon & Gloucestershire Mind. The post holder will be encouraged to participate in any such review.

Probationary Period

New employees will be subject to a six-month probationary period and will be subject to an enhanced DBS check