JOB DESCRIPTION

### Job title: Clinical Services Manager - IRIE Mind

### Responsible to: Director of IRIE Mind

### Salary: Starting salary is £36,684.61 per year (Full-time equivalent), (S02-SP32a),

### which equates to £21,521.64 per year at 22 hours per week.

### Hours: 22 hours per week

### Contract type: Permanent

### Location: The Hub, Homerton Row, Hackney, E9 6ED

### *{Please note that this role is only available to candidates of African/ African Caribbean Heritage under the Genuine Occupational Requirement under s9 Equalities Act 2010}*

## About Mind in the City, Hackney and Waltham Forest:

We are a multi-disciplinary provider of specialist mental health services and a part of the Mind Federation.

We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention for those at risk of developing mental health issues, or who struggle with common mental health conditions.

We currently support around 5,000 people a year through a variety of services focusing on psychological, social, economic and workplace wellbeing, and support minoritised communities.

## Our values are:

**Connected:** Creating a compassionate and supportive community.

**Fair:**  We strive for equity- no-one's needs should go unmet.

**Brave:** We walk with people, offering help by doing what works - proven or new.

Working with Mind CHWF means you’ll be part of a dedicated, passionate, and professional workforce who cares about the work they do and make a real difference to the lives of the people in the City of London, Hackney and Waltham Forest.

We are committed to actively becoming anti-racist in everything we do. This is a critical priority for Mind CHWF. We embrace diversity and understand that being an inclusive organisation that recognises different perspectives, will enable us to provide excellent services.

We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Those with lived experience of Mental Health are encouraged to apply.

DBS clearance at Enhanced (without Barring) is required for this role.

## Purpose of the post:

## Working alongside the Director, as the Clinical Services Manager you will assist in the day-to- day running and management of the Wellbeing Centre and its strong team in the delivery of our specialised service. Under the direction of the Director, you will be responsible for the therapeutic management and co-ordination of the Centre at IRIE Mind, including the support, line management and supervision of sessional staff in offering therapeutic interventions, service development and the involvement of Clients in the quality-of-service provision.

## Main duties and responsibilities:

1. To be responsible for all aspects of staff management including, recruitment, induction, probation and the sharing of regular supervision, appraisals and training of the daycentre staff team.
2. To work with the Director in regularly reviewing methods of motivating staff and maintaining high morale.
3. To facilitate regular staff meetings for all staff, including locum workers, volunteers and students, as and when appropriate.
4. To ensure that the clinical team work to an agreed model of mental health practice that supports recovery and promotes hope and optimism for all Service Users and their carers (where applicable).
5. To train staff in evidence-based therapeutic techniques and interventions, including crisis intervention, group facilitation and key working.
6. To ensure appropriate boundaries are maintained between staff and service users, and that policies and practices are adhered to.
7. To ensure adequate staff risk assessments are carried out, and reviewed when required.
8. To ensure that staff and service users are aware of all relevant policies, particularly those pertaining to Health and Safety, Adult Abuse and Protection, Safeguarding, Equal Opportunities, and Lone Working, and that staff have received appropriate training in these areas.
9. Help to ensure that the IRIE Mind Team meets all the obligations places upon it by funders and strategic partners.
10. To act as a positive role model to ALL staff.
11. To ensure safe staffing levels (at all times).
12. To be accountable to and report personnel, service user and operational issues to the Director.
13. To ensure that recovery and healing principles are applied when working with clients and that evidence-based practices, such as Behaviour Therapy, Solution Focussed, Motivational Interviewing, The Compass and the WRAP are utilised to support clients in achieving their goals.
14. Assist the management of a comprehensive, therapeutic programme to enable Service Users to achieve domestic, social and community competence.
15. Ensure thorough and appropriate assessments of clients are made, clients are allocated appropriately, and necessary referrals of clients are made to other professionals and caring agencies.
16. To play a lead role in identifying and initiating outreach to new client Groups (Young Black Men and Complex needs) and develop new projects.
17. Develop and establish local networks of support that will meet the religious, cultural, occupational, therapeutic and recreational needs of the Service Users.
18. To identify partnership opportunities in working with local community colleges, employers, carers, care co-ordinators, and service users.
19. Consult and liaise with the Mental Health Recovery Teams, Hospital staff, Psychiatric nurses, social workers and other providers in order to promote the service and consult regarding service user progress, achievements and concerns.
20. To encourage and develop active participation of Service Users in the running of IRIE Mind, and in the planning and development of activities.
21. To develop effective liaison arrangements with statutory and voluntary agencies in the community to enable Service Users make full use of community resources in the borough.
22. To manage your own small caseload of complex clients.
23. Be responsible for maintaining a self-reflective practice and demonstrate self-awareness and effective self-management of stress.
24. Assist with the management of Safeguarding Vulnerable Adults cases as they arise within the organisation and liaise with the Clinical Service Manager and Clinical Director and other professional bodies as required by best practice and in law.
25. To facilitate a warm and welcoming atmosphere that is recovery-oriented and supports clients to reach the highest level of independence possible.
26. To ensure that the IRIE Mind is run according to its aims and objectives, and to review these aims and objectives periodically.
27. To deal with any complaints or incidents, according to agreed procedures and within agreed timescales.
28. Manage distressing and challenging situations in a sensitive and non-threatening way to reduce anxieties and promote effective resolutions.
29. To ensure that Health and Safety is maintained at the service and that adequate project risk assessments are carried out and reviewed when required.
30. To attend and participate in monthly meetings with the Psychological Therapies and Wellbeing Services team.
31. To liaise with other City and Hackney Mind projects and staff to facilitate and maintain effective links.
32. To attend any other City and Hackney Mind meetings, as required, contributing to discussions and giving reports if required.
33. To attend supervision, appraisal meetings and appropriate internal and external training courses as approved by the Clinical Services Manager and the Clinical Director
34. To cover the work of colleagues during periods of planned and unplanned absences as appropriate.
35. To undertake any other tasks and duties commensurate with the post as directed by the Director, or other senior position in Mind in the City, Hackney and Waltham Forest.

## Personal specification

The remaining sections outlines what criteria will be used to appoint the suitable candidate.

Criteria marked (E) are essential and (D) are desirable.

## Experience, Knowledge, Skills, Abilities - Values and Motivations:

**Connected:** Creating a compassionate and supportive community.

## Qualified to degree level or equivalent Professional mental health qualification, i.e. Counselling, Psychotherapy, Occupational Therapist, Nursing or Experience (E) (I)

1. Experience of working in a similar role **(E) (I)**
2. A minimum of five years working with vulnerable adults, two of which must be in a mental health setting with Black, African and Caribbean clients experiencing a range of disorders and complexity (**E) (I)**
3. A minimum of three years' experience working in day services or a therapeutic community. **(E) (I)**
4. A minimum of five years management and supervision experience **(D)**
5. Experience of working within a multidisciplinary team **(E)**
6. Experience of outreach work in the community **(D)**
7. A sound understanding of the mental health service structures and provisions **(D)**
8. Strong Clinical Leadership Skills **(D)**

**Fair:**  We strive for equity - no-one's needs should go unmet.

## A sound understanding of the main issues facing people with mental health difficulties and in particular people from Black, African and Caribbean Communities. (E) (I)

## Excellent verbal communication skills and the ability to develop good working relationships with colleagues and service users (E) (I)

## Excellent written communication skills with the ability to write clear and concise reports (D)

1. Confidence with MS Office suite; CRM systems and technology such as zoom **(D)**
2. Good understanding of data protection, confidentiality, safeguarding and risk management and demonstrable examples of putting these into practice. **(D)**
3. Demonstrable experience of shaping and implementing change and innovation in service delivery and project management to achieve better outcomes **(D)**
4. To be able to challenge traditional methods of practice in a constructive manner **(D)**

**Brave:** We walk with people, offering help by doing what works - proven or new.

## Good operational management skills with the ability to balance competing pressures and demands (E) (I)

1. Excellent staff management skills with the ability to motivate, develop and performance manage staff **(E) (I)**
2. Good negotiation skills with the ability to work with service users, colleagues and external stakeholders to achieve the aims of the service **(E) (I)**
3. A commitment to user involvement in all aspects of the management of the service **(D)**
4. A commitment to equal opportunities and promoting diversity **(E)**
5. A commitment to self-development and an openness to reflect on personal practice and performance **(E)**
6. A commitment to taking on new tasks willingly and with a “can do” attitude **(D)**
7. Demonstrate a positive attitude and approach to work (**D)**
8. Manage stress and setbacks appropriately **(D)**
9. A commitment to a holistic approach to working with mental health service users **(E) (I)**

## Qualifications

## Qualified Clinician maintaining professional registration.

## Equivalent experience/competence.

## Management qualification or equivalent experience / competence.

## Evidence of Continued Professional Development.