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**JOB DESCRIPTION**

**Job Title**: Mental Health Wellbeing Hub Team Manager

**Reporting to**: Head of Mental Health and Wellbeing (Mind in Croydon)

**Responsible for:** 6 x Mental Health Personal Independence Co-ordinators with extension to up to a further 5 Mental Health Support Workers/volunteers

**Salary:** £36,427 per annumFTE

**Hours:** 36 hours a week

**Contract**: Fixed Term until 31st March 2023 (with potential to extend)

**Location:**Mental Health Wellbeing Hub, Fairfield House, 10, Altyre Road, East Croydon, CR0 5LA with opportunities to work flexibly from home where agreed

**Context for the Role**

The Mental Health Wellbeing Hub Team Manager is a new role that has been co-designed with people with lived experience of mental health issues to provide direct, person-centred support and co-ordination to enable people to find and use mental health support in their local communities.

The role is an integral part of the wider Integrated Care Network Plus which brings together clinical and community-based support and services based in the Mental Health and Wellbeing Hubs located in communities across the London Borough of Croydon.

The Mental Health Wellbeing Hubs, comprising the Mental Health Personal Independence Coordinator Team and hub-based Mental Health Support Workers, areprovided and managed through a partnership (the PIC Partnership) between Mind in Croydon and Croydon BME Forum. The PIC Partnership is supported by a Memorandum of Understanding and is currently funded for 2 years, until the end of March 2023, by the South West London Clinical Commissioning Group. It is a key element in the transformation plan which will ensure that mental health support for people in Croydon is an integral part of a local community-based strengths and assets approach to the health and wellbeing of the whole population.

**Job Summary:**

The Mental Health Wellbeing Hub Team Manager will lead and manage the Personal Independence Coordinator (MHPIC) team of 6 through its initial pilot phase as a key part of the wider multi-disciplinary clinical and community mental health support teams (MDTs) based in the local Mental Health Wellbeing Hubs. Initially, two of the MHPIC team will support 2 locality areas, located within the Integrated Community Network Plus health and social care systems in either North, Central Croydon and or South Croydon. The remaining 4 MHPICs will work with the 4 ICN+ localities without a pilot Mental Health Wellbeing Hub until 2 planned additional Hubs become operational. The Team Manager will also be responsible for working with clinical, commissioning and voluntary sector partners to set up the expanding Mental Health Wellbeing Hub initiative and associated programmes over the next two to three years.

MHPICs and Hub support workers will work alongside clinical mental health and social care professionals in local MDTs, providing a range of support activities including initial contact and assessment conversations using Open Dialogue tools and techniques to enable people to develop their own Personal Recovery Plans and supporting them directly over a period of time to find and access the support and services available to them in their local community; and in the case of Hub support workers, direct provision of support groups, face to face and online learning, development, events and activities.

The multi-disciplinary team learning and development during the initial two-year test period will inform the development and growth of the Hubs and the MHPIC team to ensure that they can support community-based mental health and wellbeing across the whole population and in all 6 Integrated Care Network Plus localities by 2023.

MHPICs will be named key workers for a set number of people within the Mental Health and Wellbeing Hub, which operates on principles of open access for people who contact the Hub directly themselves, or who are referred to the Hub by healthcare professionals, including GPs, SLaM clinical teams, and other voluntary or community sector organisations. The team will provide one-to-one support in the achievement of an individual’s recovery goals, ensuring that support is person- centred; that needs and wishes are identified by people themselves; that they have a stronger voice in relation to issues that affect their lives; and that they are supported and empowered to improve and/or maintain their mental health and wellbeing and to live their best independent lives.

## Main responsibilities and key tasks:

* Work closely at senior operational level with clinical, commissioning and voluntary sector organisations, and within the PIC Partnership, to plan, develop and operationalise the Mental Health Wellbeing Hub programme in Croydon
* Work with local MDTs to ensure that there is a range of accessible and effective referral pathways across the ICN Plus localities for healthcare professionals and other community and voluntary sector agencies
* Responsible for the effective use of resources across the team to ensure that MHPICs are able to deliver guided conversations using the ***Open Dialogue Framework***, to support people to identify mental health and wellbeing goals, and to empower them to develop an action plan/***Personal Recovery Plan*** within set targets and performance parameters
* Provide timely, effective, quantitative and qualitative service reporting and input to MDT and other meetings, including commissioning and contract management meetings, using demonstrable performance measures and outcomes to enable the effective development of the project
* Provide direct line management to a team of 6 MHPICs, including one to one supervision, ensuring that there is access to clinical supervision from the Clinical Psychologist within the MH Wellbeing Hub (Sourced by SLAM) where required, and adhering to service standards – and to extend line management to other Mental Health Wellbeing Hub support staff as they come on board
* Ensure that all HR systems and processes are actively and positively supported within the team including appraisal, supporting the training and development needs of team members, managing disciplinary and grievance issues, and planning and supporting with recruitment where necessary (in collaboration with HR).
* Carry a small one-to-one caseload, meeting with people and working alongside them directly in their local communities and/or at the Mental Health and Wellbeing Hubs, using the ***Recovery Star Outcomes Model*** to help them to identify and articulate progress and personal development, building on their own and local community assets and strengths, and/or to seek clinical or other support where needed
* Complete Risk Assessments for individual service users and the team, including Lone Working risk assessments
* Attend and contribute effectively to ICN Plus allocation meetings/case conferences, team days and shared learning days/meetings as required
* Lead the Croydon PIC Partnership work with the ICN Plus team and other statutory, voluntary and community organisations, to ensure referrals are made appropriately, maximising the value of local resources, for example, to local advocacy, counselling, or advice and information services
* Ensure that as key-workers, the MHPIC team (and other support workers) provide a central, continuous point of contact for the person and their family/carers and the range of professionals involved in the Personal Recovery Plan; and escalate actions within the MDT whole team approach where they have not been completed within the identified or agreed timeframes
* Work directly in a person-centred way to develop and manage one-to-one support to people with a range mental health and wellbeing issues, including some complex and/or enduring issues, who contact the Mental Health Wellbeing Hubs directly or are referred by partner agencies
* Create and maintain records of actions taken in relation to people worked with, including regularly updating the organisation’s database
* To work within all policies and procedures of the Croydon PIC Partnership, ensuring that information remains confidential and to adhere to the General Data Protection Regulations 2018

*In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.*

**Person Specification**

The Mental Health Wellbeing Team Manager is a skilled, knowledgeable and empathetic person, who enjoys working with people in a person-centred way. They must have substantive previous operational and/or project management experience, excellent communication skills, be resilient, flexible and adaptable in approach, and be effective working in an integrated, whole-team way with people and professionals across the statutory and community health and social care system. Ideally, they will have previous experience of managing and developing new teams using innovative systems to achieve challenging goals.

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| **Knowledge and Experience** | **Essential**  | **Desirable** |
| **Qualifications:** |  |  |
| * Relevant mental health, social care, health care or psychology related training or qualifications, or;
* Demonstrable evidence of equivalent learning or training
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| **Experience:** |  |  |
| * Experience of working directly with people in community health and social care settings
* Demonstrable lived or learned experience and understanding of mental health and related issues and difficulties or challenges
* Experience of managing flexible, community based teams in “whole team”, multi-disciplinary approaches and/or self-managed teams
* Extensive knowledge and experience of person-centred approaches and recovery models
* Experience of working in voluntary or community settings and building relationships with local groups and organisations
* Experience of creating, managing and maintaining high quality records of contact and interaction with people, working within a caseload, and producing top quality numerative and narrative operational reports
* Demonstrable experience of driving continuous improvement and operational development in person-centred teams
* Experience of peer support approaches and asset/strengths-based care and support systems
* Experience of working or living in diverse communities and knowledge of cultural context related to mental health and wellbeing
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| **Skills and capabilities** |  |  |
| * Ability to work alongside the person in non-directive ways – helping the person find solutions that work for them (rather than suggesting solutions)
* Ability to focus on and build a person’s strengths and their ability to make use of the resources available to them
* Capable of mentoring and enabling staff to grow to their full potential (including elements of formal and informal coaching styles)
* Ability to remain recovery-focused – working with empathy, creating hope and building autonomy, empowering the person to define, lead and own their recovery
* Ability to build effective, safe and trusting relationships with people using services and with professionals in multi-disciplinary teams
* Excellent literacy, IT and verbal communication skills
* Ability to travel around the borough in a timely manner as the role requires frequent travel to community visits and various meetings.
* This post may involve lone working and visiting people in community settings including some exposure to dealing with difficult and emotional circumstances/situations. The postholder will have demonstrable experience of working with teams to manage and “hold” this element of the work safely
* Ability to work flexibly across the team and localities and some evenings and weekends as required
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| **Personal Attributes and Approach** |  |  |
| * Values people and sees their potential, worth and strengths
* Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person’s experiences, beliefs
* Works inclusively respecting the diversity of each person’s experience, and their particular background or cultural context
* Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required
* Shares responsibility for their own personal development
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