

## JOB DESCRIPTION

**Title:** Lead Practitioner SMI

**Reporting to:** Wandsworth Wellbeing Hub Manager

**Responsible for:** SMI Practitioners  
Bank Peer Support workers

**Functional Responsibility:** Operational delivery of SWL Minds Partnership SMI Health Checks Project

**Salary Range:** £32,067 per annum pro rata

**Hours:** Part Time (22.5 hours per week) 3 days a week

**Location:** Wandsworth Wellbeing Hub (Tooting)

### **Purpose of the role:**

Through the management of a team of Practitioners and Peer Support Workers, the direct delivery of the provision of enabling successful take up of Annual Health Checks by those on SMI Register across the localities.

### **Main responsibilities and key tasks:**

#### **Operational**

**Accountable for leading all activities within Community Programmes portfolio including, but is not limited to:**

To offer outreach and engagement, to support people with SMI to access their annual comprehensive physical health checks.

- Lead, manage, and develop a team of Practitioners and Peer Support Workers across the identified boroughs.
- Develop and maintain excellent partnership working relationships with a wide range of statutory and voluntary sector organisations across SWL partnership areas.
- Build and maintain excellent working relationships with the Sutton provider of SMI Checks as well as other existing providers already carrying out similar work, to enhance offer and work in a joined up and collaborative approach.
- Manage people effectively, ensuring accountable line management arrangements are maintained
- Effectively manage contractual service level agreements
- Provide appropriate structures, measures and monitoring of the service's activities to ensure all service staff perform at an optimal level

- Develop and fully utilise project, mobilisation and implementation plans as part of service development and delivery
- Ensure that all data collection, reporting and monitoring of the service is carried out in line with contract and commissioner requirements
- Promote the service with referrers, ensuring communication materials are accessible and current
- Manage relationships with referrers and commissioners of the service in support of customer satisfaction and confidence
- Ensure safe work settings and practices, intervening where necessary to mitigate and manage risk
- Support peer working and service user engagement within the specified service remit
- Act as a part of the organisational management team, supporting key organisational activities as necessary
- Conduct an outreach programme to reach people with Severe Mental Illness (SMI) who are not currently accessing annual, comprehensive, physical health checks
  - Provide support for people with SMI to access physical health checks
  - Raise awareness about eligibility for people living with SMI
  - Discussing their concerns
  - Dispelling misinformation (by, for example, distributing flyers, brochures, or other informational or educational documents)
  - Educating people about the importance and availability of healthcare services, such as cancer screenings
  - Helping individuals to identify barriers / reasonable adjustments that the practice / vaccinating team can make to enable the individual to access their health check
  - Where appropriate, engage supporters (e.g. family, carers, providers) to offer support in accessing the health check
- If required, liaise with the practice, vaccination team or individual to support access to the health check
  - Ensure an inclusive approach for those who are most vulnerable, including BAME populations, older people, pregnant women and those with missed reviews
  - Gain insight into the reasons for vaccine hesitancy and the barriers to access the vaccine, to shape wider CCG communications
  - Work with existing service users / group attendees where they meet the category of SMI and also with people with SMI who are referred by the funder / other identified health stakeholders
  - Assist in the collection of information and data in order to monitor and evaluate the service

#### **Policy and Service Development:**

- Develop and support service innovation and effective service model
- Be able to implement change as required to ensure business is maintained and developed
- Ensure that all staff within the team are aware of relevant policy and procedures and that communication is developed and deployed appropriately.
- Maintain a good knowledge of emerging policies from government departments, the organisation in defining the strategy. To support delivery of the NHS Long Term Plan.

- Develop and maintain appropriate links with agencies concerned with the health, welfare, and development of people with mental health problems
- Work across multiple agencies outside of the Mind in Brent, Wandsworth and Westminster
- Develop and support on policy development with impact across the organisation.

### **Financial and Physical Resources**

- Work with, and report to, Line Manager ensuring adherence to set budgets, costs management, and working towards any agreed budget related target efficiencies as part of wider organisational strategy
- Budget setting across a range of areas/services of community Programmes, managing and monitoring related activity, liaising with Finance colleagues to ensure appropriate costings, and ensure compliance with standing financial instructions
- Responsible for ensuring adherence to the Community Programmes operational budget, ensuring appropriate documentation is available for scrutiny. Constantly striving for value for money and greater efficiency
- Support and provide guidance, management and assurance on the procurement of identified products, equipment, services and facilities for assigned Community Programmes
- Support and develop, recommendations providing advice and able to prepare strategic reports/briefings as required
- Constantly strive for value for money and greater efficiency in the use of these budgets and to ensure that they operate in recurrent financial balance year on year

### **People Management**

- Work closely with identified long arm Line Managers with the host local minds, as part of a matrix management approach, so that any HR, performance or other issues with line reports can be handled quickly, efficiently and professionally with those colleagues
- Support and develop the Adult Services Directorate i.e., community Programmes, building a collaborative working environment and an innovative culture.
- Support, develop and inspire staff throughout the strategy to role model leadership and innovation.
- Support and develop multiple teams to ensure the deliverables of the Long-Term plan are met in a timely manner, to the required standards and within budget.
- Support and work across the wider organisation to agree prioritisation of blocks of work and related resource allocation.
- Support and be responsible for the recruitment and development of the staff, including undertaking appraisal and personal development and, where appropriate, progressing any disciplinary or capability issues.
- Responsible for managing multiple functions within the
- Manage people effectively, ensuring accountable line management arrangements are maintained

- Promote equality of opportunity and diversity in all our services and in managing people

### **General**

- Act as an ambassador for Mind in Brent, Wandsworth & Westminster Mind at all times, promoting our values, mission and strategic objectives
- Be the face of BWW Mind, leading in stakeholder engagement and public relations, promoting the service with external stakeholders
- Ensure safe work settings and practices, intervening where necessary to mitigate and manage risk
- Be part of management on call system
- Some evening and weekend will be expected from time to time
- Carry out any other duties commensurate with the grade

### **Job Description Agreement**

The Job Description is not exhaustive and is subject to change considering the service, work, priorities, or requirements. Such change will be discussed and consulted on with the post holder. Mind in Croydon reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service. The statements contained in this description, reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name:

Date:

## Person Specification

	Essential	Desirable
Educated to Degree level	E	
Holds at least 2 years demonstrable experience at a supervisory or management level	E	
Excellent project coordination skills, with a track record of delivering against targets and objectives	E	
Previous experience of working in a public or voluntary sector environment, in particular health or social care	E	
Good organisational skills with the ability to manage conflicting priorities	E	
Good people skills - experience of face-to-face public engagement	E	
Experience of managing a team and being able to empower them		
Experience of providing line management and 1-1 supervision to ensure performance, targets and support needs are met	E	
Engaging and working productively with a wide range of both internal and external stakeholders	E	
Experience of influencing others, with the ability to adjust communications style as necessary	E	
Ability to be creative and flexible in working with individuals	E	
Ability to maintain confidentiality and to deal sensitively and diplomatically with a range of people	E	
Ability to communicate confidently and effectively, both verbally and in writing, including excellent telephone skills	E	
Ability to work on own initiative	E	
Ability to use Email and IT packages and to use these to record monitoring and evaluation data	E	
Ability to work to specific KPIs and prepare reports for submission to funders	E	
Understanding of, and a personal commitment to, Equality and Diversity and how this applies - to mental health services	E	
Experience of using creative approaches to reaching communities that have not historically engaged with mental health / health services	E	
Able to be community based and accessing public transport	E	