

November 2017

Dear Applicant

### Team Leader (Talking Therapies)

Thank you for your interest in the above post.

Hull and East Yorkshire Mind believes that everyone experiencing a mental health problem deserves both support and respect. Can you help us to make this happen?

This is an exciting position that requires innovation and flexibility. In a typical day you may find yourself in a multi-disciplinary meeting discussing the welfare of a young person, then attending a meeting with CAMHs clinicians to discuss the presenting issues and suitable referral pathways for young people. You might then return to the office to write a report and/or speak to a distressed parent about their child's emotional wellbeing. The ability to form strong working relationships is integral to this role as we work closely with our statutory colleagues, young people and families, as well as supporting a team of counsellors and wellbeing workers.

You will be part of a supportive team who thrive on adapting to the changing needs of the people we support. The role will be demanding and you will be involved in the whole service, from monitoring recovery and managing risk, to supporting the design and implementation of new projects.

In return Hull and East Yorkshire Mind are committed to providing the highest level of support to staff to maintain their health and wellbeing. You will receive frequent 1:1 supervision sessions along with regular peer support sessions with your colleagues.

We are looking for someone who is driven and committed to making a difference, whether that's by advising on safeguarding issues or putting forward new ideas for funding and gaps in the service.

I look forward to receiving your application and if you have any questions please don't hesitate to email me at [vanderson@heyhound.org.uk](mailto:vanderson@heyhound.org.uk).

Yours faithfully

**Vicky Anderson**  
Service Manager

# JOB DESCRIPTION

<b>JOB TITLE:</b> Team Leader (Talking Therapies)
<b>LOCATION:</b> The post holder will be required to work at various sites and travel within the Humber region.
<b>SALARY:</b> £23,500 per annum (for 37 hours)
<b>HOURS:</b> The post holder is required to work their contracted hours flexibly to meet the needs of people who use our services and the organisation which may include evenings, weekends or public holidays.
<b>REPORTS TO:</b> Service Manager
<b>OVERALL PURPOSE OF THE JOB</b>  To lead and co-ordinate the delivery of effective talking therapies (CBT, Counselling) and Prevention services to meet the needs of adults and young people in Hull and the East Riding.
<b>ROLE DUTIES AND RESPONSIBILITIES</b> <ul style="list-style-type: none"><li>• Ensure our framework for good mental health care which includes Relationships, Environment, Activity, Compassion and Hope is integral to our service delivery.</li><li>• Provide leadership and co-ordination for frontline support workers, admin staff, Therapists, PWP's (psychological wellbeing practitioners) and trainees to ensure they fulfil their service specific responsibilities; this will include line management, ongoing support and ensuring induction and relevant training are completed.</li><li>• Review and monitor all (adults and children) clinical interventions and recovery data (liaising with external and internal services where appropriate) to ensure<ul style="list-style-type: none"><li>- Goals, outcomes and recovery objectives are being met</li><li>- Changing needs and/or circumstances and/ or escalations in risk are identified</li><li>- Co-ordination with internal and external services</li><li>- Auditing of clinical records</li></ul></li><li>• Liaise with senior clinicians in our referring organisations to manage the waiting list and referral pathways based on need and priority.</li><li>• Ensure smooth therapy and engagement, reduce 'did not attends' and successfully manage discharge processes ensuring individual and agency satisfaction.</li><li>• Continue to develop, monitor and support placement counselling services.</li><li>• Review and manage risk to ensure and promote a safe and inclusive environment for everybody involved.</li><li>• Ensure the efficient administration of services including analysis of data, maintaining accurate and up to date patient and service records using a range of management information systems in accordance with data protection and information governance standards.</li><li>• Actively encourage patient feedback through both formal and informal methods, e.g. friends and family questionnaire, parent feedback, service evaluations, surveys, focus groups and complaints procedure.</li><li>• Contribute to the development and implementation of policies and procedures and the development of the clinical governance framework.</li><li>• Produce any information required for monitoring purposes and monthly/quarterly</li></ul>

evaluation for a range of contracts and services.

- Support the Service Manager to ensure quality assurance standards are met and funding agreements adhered to.
- Regularly liaise and maintain relationships with stakeholders i.e. CAMHS to ensure that young people receive the most appropriate evidence based service for their needs, including monitoring young people who may need to be escalated back into the care of statutory services.
- Support the Service Manager to identify shortfalls, areas for development and implement improvements to existing services to ensure we maximise our service delivery.
- With support from the Service Manager, monitor staff performance and identify areas for development.
- Recruit, interview and induct new therapists, trainees and students.
- Use all of the information available to you to appropriately match young people with a counsellor to commence their sessions.
- Effectively signpost parents/carers, schools and other professionals involved in a young person's care.
- Deputise for Service Manager and colleagues when required.
- Any other duties as may be reasonably required.

## NOTES

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

## Person Specification

*When we shortlist applications we do so based on the information you tell us. Try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.*

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Area	Criteria	Essential	Desirable
Key knowledge	Understanding of mental health and therapeutic interventions	✓	
	Understanding of Risk Management, Health and Safety, Safeguarding, Equality and Diversity and Quality Assurance	✓	
	Of common barriers to living independently and feeling included	✓	
	Of local and national support services including clinical, voluntary, community and statutory provision within the welfare, social, financial, housing and mental health sectors		✓

<b>Relevant experience</b>	Co-ordinating support for individuals with internal or external services in order to achieve the support plan/objectives and contractual outcomes	✓	
	Experience of working with safeguarding procedures	✓	
	Experience of undertaking assessments, evaluating support plans reviews and exit/transfers		✓
	Of working within therapeutic and/or support services		✓
	Of entering and managing data in a management information system		✓
<b>Key competencies</b>	Have the confidence to challenge unethical behaviour	✓	
	Able to plan and prioritise own workload whilst co-ordinating the work of others by monitoring division of resources and anticipating changing needs which could impact on work delivery	✓	
	Able to communicate effectively with both internal and external stakeholders of the organisation and develop new professional relationships	✓	
	Able to merge differing viewpoints, recognise where compromise is necessary and negotiate agreement	✓	
	Demonstrate resilience when under pressure, faced with emotionally charged issues	✓	
	Able to effectively manage change, using it as an opportunity to improve ways of working and ensuring staff are kept motivated/engaged	✓	
	Be confident in making sound decisions quickly when necessary and consults/involves others in decisions that impact them.	✓	
	Able to effectively assess the diverse needs of people who use our services, develop support plans and offer appropriate interventions to ensure the charity delivers quality work	✓	
	Able to review and monitor clinical interventions to ensure positive outcomes for people who use our services	✓	
	Able to provide clear leadership to others, ensuring they understand expectations, that workloads are achievable and providing constructive feedback and guidance	✓	
	Manages performance issues effectively to avoid adverse impact on team morale		✓
	Experience of monitoring and staying within a budget		✓
	Able to communicate strategic priorities and ensure others work are in line with them	✓	
<b>Additional requirements</b>	Possession of a full current driving license with use of, a motor vehicle for work purposes and prepared to travel across the region.	✓	
	Ability to work flexibly, hours of work may be between 8am until 8pm Monday to Friday with weekend and bank holiday working	✓	
	Competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	
	A health related qualification		✓

## Overview of Hull and East Yorkshire Mind

Founded in 1976, we are a well-established voluntary sector organisation with over 40 years of experience delivering services predominantly in the East Riding of Yorkshire and Hull, and more recently in North East Lincolnshire, with some training courses delivered nationally.

Our mission is to meet the needs of people with, or at risk of, poor mental health. In delivering our mission we create positive change in communities and individuals. For the individuals we work with these include improved mental health, increased independence, reduced need for primary and secondary care, a clearer sense of purpose with ambitions for the future, increased self-confidence and a stronger voice for people who are mentally ill that is heard.

We currently deliver a portfolio of services which include:

- Early intervention and prevention work (training, skills, resilience) with individuals, employers, communities and schools.
- Support services including housing, residential therapeutic communities, talking therapies, one to one support and peer support.
- Move on services such as employability, vocational support and independent living skills.

For those engaging with our recovery services we measure change through a three step process:

1. Changes in wellbeing over time through the use of an evidence based tool (WEMWBS or Recovery Star)
2. Agreeing with each person using our recovery services a clearly defined goal
3. At the end of their time with us we work with the individual to assess how successful we have been at helping them achieve that goal and the impact their changed wellbeing and achieved goal has had on their lives.

We benefit from high and increasing levels of public support and recognition. One of our four strategic aims is to change opinions with a specific focus on influencing public policy, ensuring the voice of people using services is heard and general education and awareness is raised.

We have a flexible and motivated workforce of around 70 staff, with 100 active volunteers and a number of social work students on placement. We are governed by a strong Board of Trustees with a wide range of experience.

## **Our Model of Mental Health Care (REACH)**

At Hull and East Yorkshire Mind we believe it's important to understand what good mental health care looks like. This is more than just understanding the services we deliver, it's about the important elements common across all of our work that help us to understand why we work in the way that we do.

Different organisations have different priorities. We have defined ours using a simple framework that includes Relationships, Environment, Activity, Compassion and Hope. We call this REACH.

### **Relationships**

Trusting, caring relationships are a core foundation of our mental wellbeing. To believe we are cared about we need to feel a human connection. Too often public services focus on maintaining artificial boundaries between those delivering and receiving services to the detriment of both sides. We use some common sense with our professional boundaries; if somebody wants a hug we give them one and if somebody wants to hear about our holidays we share what's appropriate. We expect our team to genuinely care for the people they are working with and, if that's not possible, conversations to be had early on about where the problem lies.

### **Environment**

For those visiting our offices and community groups through to people living in our housing, a poor environment encourages poor mental health. If people feel safe, secure and valued they are much more likely to stay well and recover faster. We need to make sure the physical spaces and 'atmosphere' are welcoming. Where possible we need shared spaces and avoid cutting ourselves off in the 'staff offices'. We expect everybody working in our housing to be conscious that these are peoples' homes we are working in and be conscious of how our behaviour impacts on the environment.

### **Activity**

We know that physical activity is vital to our health and wellbeing and that this is often overlooked when considering mental health care. We also know that activity includes many forms of occupation and how important having a role in society is for most of us. Without it we too easily lose our sense of self and worth and any intervention that doesn't address this vital area will always be temporary. All of our services will encourage paid work where possible, voluntary work where not and mainstream learning where appropriate. Our groups, information line and activities will promote physical exercise and the benefits this bring to mental health.

### **Compassion**

Sometimes we're just too hard on ourselves. We see media portrayals of what 'normal' is supposed to be and beat ourselves up because we don't think we meet the standard. We need to get much better at showing compassion, not just to others around us, but also to ourselves. Sometimes it's OK to be different. People using our services come with all sorts of stories and histories. We want our compassionate approach to run through everything we do, from how we answer the phones to replying to emails and one-to-one interactions. To work at Mind, whatever job you are doing, you have to be able to show you care for the people we are here for.

# Summary of Terms and Conditions

## 1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

## 2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind.

## 3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

## 4. Pay

No automatic annual increments are payable except for any cost of living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

## 5. Annual Holidays and Holiday Pay

The normal annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

## 6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties for Mind, will receive Statutory Sick Pay only in their probationary period and up to four weeks full Company Sick Pay in a 12 month period thereafter.

## 7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Friend's Life. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

## 8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

## 9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.