

Information Pack

Senior Mental Health Practitioner,
Children and Families

Closing date:

Monday, 22 May, 2023

Interview date:

Thursday, 01 June 2023

To discuss the post
informally, please contact:

Sam Bell or
Lyndsey McClements,
Directors of Operations
on 01482 240200



Job Description

JOB TITLE: Senior Mental Health Practitioner Primary area: Children and Families
LOCATION: The Lemon Tree Family Hub Bransholme. The post holder will also travel across the Hull area to visit the other 2 family hubs in the East and West of the city. Travel to and from various children's centres across Hull and to Hull and East Yorkshire Mind properties will also be expected.
SALARY: £25235 per annum for 37 hours
HOURS: 37 hours per week. The post holder is required to work their contracted hours flexibly to meet the needs of our clients and the organisation which may include evenings and weekends.
REPORTS TO: Service Manager
BACKGROUND AND CONTEXT <p>This is a one year pilot funded by the Department of Levelling Up. The aim of the pilot will be to smooth the journey for families, young people and professionals to enable them to navigate the complexities of the mental health services system.</p> <p>We are looking to recruit by the end of May; there will be a full induction and lead in time, including operational set up, with a 'go live' date of 1 July 2023.</p> <p>Hull and East Yorkshire Mind recognise that this is initially a limited one year contract. However, we have a redeployment policy and for people who successfully complete their 6 month probationary period we have developed pathways into job retention where available</p>
OVERALL PURPOSE OF THE JOB <p>To support families and early help professionals navigate the complex mental health system for children, young people and adults to ensure they can access the right service at the right time.</p>
ROLE RESPONSIBILITIES <p>Work with other professionals</p> <ul style="list-style-type: none">• Attend Early Help Action Meetings (EHAMs) to support the identification of families that will benefit from mental health support• Recommend, organise and facilitate Case Communication Meetings (CMMs) to ensure all agencies involved can input into decision making around mental health support needs of the family• Develop a Dynamic Support Register within Early Help of families, and children and young people, at high risk of requiring crisis and urgent support.• Support frontline workers in Early Help to discuss any concerns around emotional wellbeing and mental health for the family in a multi-agency/multi-disciplinary environment.• Support Early Help frontline workers to navigate the mental health system in Hull• Work closely with the Early Help team, and other services in Hull where appropriate, to

promote alternative early access gateways into crisis support for children, young people and their families to prevent escalation.

- Work with other internal Hull and East Yorkshire Mind services to find alternative ways to support improvements in mental health services.

Work with children and families

- Accept and make referrals via agreed protocols and pathways.
- Provide non-clinical mental health advice, signposting and referrals for children, young people and their families.
- Offer young people and families advice, guidance, choices and, if necessary, signposting about the support available.
- Recognise and place value on people's personal experiences and knowledge and use this to provide feedback on available sources or support which complement, or provide alternatives to, medical or psychological models of mental health.
- Actively encourage client feedback through formal and informal means, e.g. exit interviews, surveys, focus groups and the complaints procedure
- Provide information in such a way that it is understood clearly by those who may have complex needs, barriers to understanding or communication difficulties.
- Report concerns in relation to safeguarding or acute mental health crisis to the wider management team with the Early Help Setting.

Administration

- Maintain accurate, up to date and defensible client records through the Early Help information management system, Liquid Logic.
- Track outcomes on the Family and My Outcome Star (scores before and after) evaluations
- Ensure meetings are well coordinated and attended by the current and relevant agencies
- Maintain client confidentially, abide by relevant information sharing agreements.
- Ensure quality assurance standards and targets are met
- Produce monthly/quarterly and annual monitoring reports
- Work in accordance with the data and monitoring guideline in the Early Help settings systems and policies.

Additional

As a pilot, it is expected that the role will evolve and the successful candidate will be instrumental in developing the main tasks to ensure service deliverables. Working alongside the service manager, the post holder will identify where changes are required and make suggestions to how these will benefit the service and improve outcomes.

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.

It is the nature of the work of Hull and East Yorkshire Mind that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

Person Specification

Please 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.

Job Title: Senior Mental Health Practitioner **Created: May 2023**

Area	Criteria	Essential	Desirable
Key knowledge/ understanding	A good understanding of mental health issues that affect children, young people and families	✓	
	Of children and young people's safeguarding, mental health legislation, and clinical, social and therapeutic interventions.	✓	
	Of different professional remits and responsibilities involved with children, young people and their families	✓	
	Of navigating the mental health system and referral processes for adults, children and young people		✓
	Of working in a multi-disciplinary setting		✓
Relevant experience	Of undertaking assessments and reviews that produce person centred plans to address short and longer term safety and recovery	✓	
	Of engaging with, and influencing, colleagues and partners in a positive manner and confidently speaking in formal meetings.	✓	
	Of working in any setting which required providing some level of support to children and/or their families	✓	
	Of offering mental health advice and guidance to other professionals to support them to make informed decisions.		✓
	Of providing an immediate response to adults and children in crisis		✓
Key competencies	A commitment to the values of Hull and East Yorkshire Mind.	✓	
	Evidence of effective verbal and written communication skills tailored to the needs of the audience.	✓	
	A high level of organisational skills	✓	
	Able to make sound decisions quickly by processing and collating information from a variety of sources	✓	
	Ability to demonstrate ethical values and attitudes within a culture of equality and diversity and challenge unethical behaviour appropriately.	✓	
	Has a flexible approach to work and able to effectively manage change, using it as an opportunity to improve ways of working	✓	
	Demonstrates resilience when under pressure, faced with emotionally charged issues	✓	
	Enthusiastic with a high degree of personal motivation and able to motivate others.	✓	
Additional requirements	A high level of IT skills with advanced working knowledge of using MS Office to a high standard within an office environment, especially MS Word, Excel and Outlook and the ability to learn new systems.	✓	
	Evidence of recent, relevant, continuing professional development	✓	
	Possession of a full current driving license with use of, a motor vehicle for work purposes and prepared to travel across the region.	✓	

Overview of Hull and East Yorkshire Mind

Hull and East Yorkshire Mind has been supporting people with mental health problems across Hull and East Yorkshire for over four decades.

We are an independent charity governed by a group of local trustees, affiliated to the Mind network made up of around 125 organisations across England and Wales. The network delivers services, campaigning and gives a voice to people with mental health problems, their families, carers and community. Hull and East Yorkshire Mind is also a housing association.

Our **VISION** is that we won't give up until everyone experiencing a mental health problem gets both support and respect.

Our **MISSION** is to work with partners to intervene as early as possible, providing advice and support to empower and give hope to anyone experiencing a mental health problem. We campaign locally to improve services and reduce stigma and discrimination. As a Charity, we pride ourselves on our values and beliefs:

WE BELIEVE:

- Everyone has mental health: there is no place for stigma.
- Everyone deserves the chance of a fulfilling life.
- Lived experience is powerful and can generate hope.
- Spaces where everyone can feel supported and safe, not judged but respected, are vital.
- Everyone brings something valuable to the work.
- We can effect change and will do everything in our power to improve lives.

WE VALUE:

- **Being Human** – connecting meaningfully with one another creating relationships which help people to flourish.
- **Mind and Heart** – using our intelligence, stories, skills and life experience to show that we care and to make a difference.
- **Being Brave** – even in the face of uncertainty staying positive and boldly developing new things.
- **Travelling Together** – side by side with others being kind and through empathy nurturing belonging.
- **Strong Foundations** – drawing on our history and learning to build reliable systems that work well without being over engineered

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.

Hope

Without a genuine belief that things can improve we get stuck and lose motivation. We all need positive role models in our lives and they should be a core part of any service we want to deliver. This isn't always easy and when somebody is acutely unwell it can be difficult to find the hope in what might seem a hopeless situation. Our job is to find that hope and help others see it. We must never shy away from this no matter how difficult it might seem.

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 funded by Hull and East Yorkshire Mind. Please note however that when a staff member leaves the Charity within the first 6 months of their employment, we reserve the right to deduct the cost of the DBS Disclosure from their final salary.

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 Charity. 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

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, will receive full Company Sick pay for up to 6 weeks, followed by 2 weeks' at half pay in a 12 month period.

7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Aviva. 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 North East Lincolnshire Mind and 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.