



For better  
mental health

## Mind in Camden

### Voice Collective Senior Development Worker (21 hours per week)

#### Job Description

<b>Job title</b>	Voice Collective Senior Development Worker
<b>Accountable to</b>	Hearing Voices Projects Manager
<b>Responsible for</b>	Any staff, sessional workers or volunteers appointed to provide Voice Collective and CYP services.
<b>Grade</b>	Salary will be NJC SCP 19-22 – the post is currently funded to March 2020

**Purpose of the job:** To develop, implement and supervise Voice Collective services in London

#### Aims:

- To take responsibility for the development and supervision of the Voice Collective Project and any CYP project allocated to the Hearing Voices team
- To undertake direct work individual and group work with young people, families and adults, as appropriate.
- To supervise and support project staff and volunteers, ensuring that all team members are working within professional and personal boundaries to provide high quality services to children, young people and families.
- To provide support, training and other services to groups and individuals across London
- To work to project designs and to terms and conditions of grants or contracts that fund the service.

#### Management:

1. Effectively recruit, induct, supervise, support, coach and appraise the performance of project staff and volunteers.
2. Define and make considered judgements about the level of services offered to young people and the role of individual team members in providing this, ensuring their quality and safety.
3. Ensure that appropriate and accurate records of the work are maintained.
4. Contribute to the production and regular review of plans, policies, procedures and guidelines for the project.
5. Ensure consultation with staff and service users as appropriate.
6. Take responsibility for monitoring and controlling spending in line with agreed budgets.
7. Facilitate regular and effective team and stakeholder meetings.
8. Ensure that service users have influence over the delivery and management of the services.
9. Ensure effective liaison with outside agencies and with other Mind in Camden services.
10. Ensure that all work is carried out according to Mind in Camden policies and procedures.
11. Produce reports to committee, funders and other stakeholders according to specification.

#### Direct Work:

1. Support the development of existing and new Young People's Hearing Voices Groups in conjunction with relevant partners.
2. Co-facilitate peer support groups with partner agencies where necessary.
3. Co-ordinate and provide specialist one-to-one support, advice and information for children and young people, their families or professional supporters in other agencies, including online, telephone and face-face
4. Co-ordinate the development of training, support and information for groups, facilitators, and staff/carers working/living with service users.
5. Develop and support mechanisms for sharing practice, general communication between groups, individuals and organisations, facilitating peer support.
6. Co-ordinate partner agencies' involvement in the development of the project.

7. Implement and further develop methods of influencing the information, advice and support provided by organisations for children and young people who hear voices – including providing training, talks, materials and assistance in implementing improvement programmes for their staff and volunteers.
8. To provide training for staff in external agencies where required.

#### **Reporting:**

1. Ensure that clear, accurate and up-to-date records of the Project's work are kept.
2. Ensure that monitoring data on the project is collated.
3. Contribute to the reports for funders and others as directed by your line manager.
4. Maintain up-to-date publicity materials.
5. Work with staff carrying out independent evaluation of the project and provide information to them in agreed formats.

#### **General Duties:**

1. Take part in staff meetings, team meetings, and other corporate activities within Mind in Camden and externally.
2. Participate in team meetings, external forums and any other meetings as required.
3. Be accountable for all aspects of your work to your line manager through supervision.
4. Cover for other members of staff in your own and other departments as required.
5. Undergo such training as is consistent with the satisfactory performance in the post.
6. Perform other duties as reasonably required by your line manager.

#### **All staff are expected to:**

1. Recognise changes in circumstances promptly and adjust plans and activities accordingly.
2. Find practical ways to overcome barriers.
3. Present information clearly, concisely, accurately and in ways that promote understanding.
4. Assist in creating a sense of common purpose.
5. Make best use of available resources and proactively seek new sources of support when necessary.
6. Act within the limits of their own authority.
7. Be vigilant for potential risks and hazards.
8. Take pride in delivering high quality work.
9. Take personal responsibility for making things happen.
10. Take personal responsibility for effectively communicating with service users, members of their work team, managers and other work groups.
11. Consult with their work group about matters which directly affect their work.
12. Deal appropriately with service user complaints.

#### **Main conditions of service**

- The salary is within NJC scale points 19-22, starting at point 19. The salary for scale point 19 is £17,374, including Inner London Weighting, for 21 hours per week (based on the full-time equivalent of £28,956). **Please note that this post is currently funded until March 2020.**
- Overtime is not paid, but time off in lieu may be granted.
- Mind in Camden has an auto-enrolled pension scheme into which it currently pays 5% of salary. You will be required to contribute an additional 3% into the scheme.
- The hours of work are 21 per week with normal hours being 9.30–5.30 with a one hour lunch break. Occasional evening or weekend work may be required.
- Annual leave entitlement is 27 days plus public holidays, rising to 30 days after three years' service (pro-rata for part-time staff)
- All Mind in Camden job descriptions may be subject to periodic review.

#### **Accessibility information:**

The post holder will be based at Barnes House, 9-15 Camden Road, London NW1 9LQ. The office is in a central location in Camden Town with excellent public transport facilities.

The Wellbeing Centre is on the ground floor which is wheelchair accessible and has an accessible toilet. However, there is no wheelchair access to the upper floor which has 8 stairs leading from the main door.

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#### Person Specification

*All areas in the person specification are essential unless stated otherwise*

#### **Qualifications**

No formal qualifications are required.

#### **Knowledge**

1. Broad understanding of mental health issues and an in depth understanding of the issues related to the experience of hearing voices in relation to children, young people and adults.
2. Clear understanding of the principles and practice of facilitating Hearing Voices peer support groups.
3. Understanding the principles and practice of individual and team management.
4. Awareness of current issues in policy and practice in mental health.
5. Understanding of user empowerment and user involvement in the context of services aimed at young people and adults.
6. Understanding of the operation of user-led services.
7. Awareness of the impact of trauma and adversity on young people and adults who hear voices.
8. Understanding of equal opportunities with particular emphasis on how it applies to users of mental health services.

#### **Experience**

1. Experience as a manager within mental health or a related field
2. Minimum of 3 years of working in mental health services, in a paid or unpaid capacity
3. Minimum of 2 years' experience of working with vulnerable young people, in a paid or unpaid capacity.
4. Experience of facilitating groups or networks.
5. Experience of designing and delivering training.
6. Experience of project or service development (desirable).
7. Experience of facilitating/participating in mutual support groups (desirable).
8. Experience of mental distress involving unusual sensory perceptions (desirable).

#### **Skills & Abilities**

1. Ability to effectively recruit, induct, supervise, appraise, coach and line manage individual staff and volunteers.
2. Effective communication and interpersonal skills.
3. Ability to produce written materials to a high standard, including policy, procedures, reports, funding applications and minutes.
4. Ability to lead and motivate a team.
5. Ability to manage and control budgets and expenditure.
6. Ability to facilitate information & support meetings and encourage people to express their own views.
7. Ability to deliver presentations to a variety of stakeholders.
8. Ability to communicate constructively and professionally with service users, staff, colleagues and external agencies.
9. Ability to effectively plan and prioritise your own and others' workload.
10. Have project management skills.
11. Intermediate level or above computer skills with knowledge of Word and Excel.
12. Ability to utilise support effectively to manage work pressure.
13. Ability to reflect on personal experience and appropriately use it to inform your work with vulnerable young people, families and adults.

#### **Commitment to:**

1. Implementation of Equal Opportunities through anti-discriminatory practice.
2. Child Protection.
3. Service user Participation.

4. Confidentiality.
5. Accountability for your work to your manager.