

Mind in Camden

**Mental Health Social Prescribing Manager**

**(Full time – 35 hours per week)**

**Job Description**

**Job title** Mental Health Social Prescribing Manager

**Accountable to** Senior Manager-Resilience Network and Community Services

**Responsible for:** Link Worker staff and volunteers.

**Grade:** NJC SCP 23-25 starting at SCP 23 - £32,383 including ILW.

**Aim of the Job:**

1. To take responsibility for the management and development of the Social Prescribing service embedded within Camden and Islington Foundation Trust (C&I) Camden Primary Care Mental Health Service (C-PCMHN).
2. To ensure clients referred to the Social Prescribing service are supported to access community services to assist with their mental health recovery.
3. To ensure project staff and volunteers, are working within professional and personal boundaries to provide high quality services to service users.
4. To ensure the Social Prescribing Team contributes effectively and professionally to the C-PCMHN and the wider Community Framework including the Resilience Network.

**Management Responsibilities**

* 1. Effectively recruit, train, induct, supervise, support, coach and appraise the performance of project staff and volunteers.
  2. Ensure staff and volunteers have access to reflective space to explore their work with service users.
  3. Ensure that appropriate and accurate records of the work are maintained.
  4. Lead on the production and regular review of plans, policies, procedures and guidelines for the project.
  5. Ensure the Social Prescribing Team works to plans, policies and procedures agreed with C&I.
  6. Ensure the Team works proactively to achieve activity and performance targets, and effectively review and address any under-performance.
  7. Ensure co-production with staff, volunteers and service users, as appropriate, to support the development of the service and the wider Community Framework.
  8. Take responsibility for monitoring and controlling spending in line with agreed budgets.
  9. Facilitate regular and effective team and stakeholder meetings.
  10. Ensure effective liaison with outside agencies and with other Mind in Camden services.
  11. Ensure that all work is carried out according to Mind in Camden policies and procedures.
  12. Produce reports for committee, funders and other stakeholders according to specification.

**Work with Service users**

* 1. Ensure service users are supported to assess their needs in line with the established assessment framework.
  2. Ensure service users are supported to understand the range of options available to them.
  3. Ensure service users are supported to make choices and access the services identified in the work.
  4. Ensure all client work is recorded on appropriate electronic records and all processes of engagement and discharge are correctly followed and documented.
  5. Respond to crisis, safeguarding issues and complaints effectively.

**Team and Partnership Responsibilities**

1. Ensure that an up-to-date information resource on services in Camden is available to staff and volunteers to support their work with service users.
2. Ensure the Social Prescribing service works as one integrated service.
3. Work collaboratively with C&I to ensure the service is properly embedded and integrated within C-PCMHN.
4. Ensure the gathering and inputting of accurate information on client outputs and outcomes of those worked with by the Social Prescribing Team.
5. Participate in C&I and multi-disciplinary meetings as required.
6. Ensure collaborative and integrated working with other local Social Prescribing and mental health one-to-one services.
7. Prepare monitoring reports in accordance with established reporting frameworks.
8. Deliver training to statutory and community organisations on Social Prescribing and related topics.

**General Duties:**

1. Work within the context of the wider Mind in Camden organisation and participate in internal and external meetings as required.
2. Work alongside partner staff as an integrated team and participate in related internal and external meetings as required by your manager.
3. Work to Mind in Camden policies, procedures and guidance.
4. Work in accordance with CIFT policies procedures and guidance.
5. Be accountable for all aspects of your work to your manager through supervision.
6. Undergo such training and qualification as is consistent with the satisfactory performance in the post.
7. Perform other duties as reasonably required by your 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 with service user complaints.

**Main Conditions of Service:**

1. The salary is linked to, but not bound by, the NJC scale; this post is graded at NJC scale point 23-25, starting at SCP 23 (£32,383 including our Inner London Weighting Allowance) and rising by annual increment to SCP 25.
2. There is an auto-enrolled pension scheme into which Mind in Camden contributes 5% of salary and the employee contributes 3%.
3. The hours of work per week are 35 that will ordinarily be worked between 9.30am – 5.30pm with a one hour (unpaid) lunch break. Evening, weekend and bank holiday work will be required on occasion.
4. Annual leave entitlement is initially 27 days plus public holidays rising to 30 days after three years’ service.
5. All Mind in Camden job descriptions may be subject to periodic review.
6. The post holder will work across multiple sites in Camden.



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**Person Specification**

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

**Qualifications**

1. None specifically required.

**Knowledge**

1. A good broad understanding of mental health issues.
2. A good awareness of different models of understanding of mental health.
3. A good awareness of current issues in policy and practice in mental health.
4. A good understanding of primary care, secondary care, and third sector mental health services.
5. Thorough understanding of co-production and recovery principles.
6. Thorough understanding of the principles of good customer service.
7. Thorough understanding of good practice in person-centred client work.
8. Thorough understanding of equal opportunities with particular emphasis on how it applies to users of mental health services.
9. An understanding of the principles of good partnership working.
10. A working knowledge of monitoring and evaluation methods, and measuring outcomes.
11. A working knowledge of safeguarding considerations.

**Experience**

1. Experience as a manager or management-related experience 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. Experience of managing and supervising staff or volunteers.
4. Experience of working with volunteers.
5. Experience of partnership working.
6. Experience of community development work or similar (desirable).
7. Experience of 1:1 client work.
8. Experience of report writing.

**Skills & Abilities**

1. Strong communication and interpersonal skills.
2. Ability to effectively recruit, induct, supervise, appraise, coach and line manage individual staff and volunteers.
3. Strong political intelligence and organisational awareness.
4. Ability to work creatively and collaboratively with other organisations to achieve shared goals.
5. Ability to lead and motivate a team to meet service targets.
6. Ability to manage and control budgets and expenditure.
7. Ability to take responsibility for key clients.
8. Ability to produce written materials to a high standard, including assessments, minutes of meetings and reports.
9. Ability to communicate constructively and professionally with service users, staff, colleagues and external agencies.
10. Ability to plan and prioritise your own workload.
11. Ability to work flexibly and cooperatively, balancing multiple responsibilities.
12. Ability to handle formal and informal disputes and complaints constructively.
13. Good level of computer skills with knowledge of Word and Excel.
14. Ability to manage your own stress in a busy and demanding environment.
15. Ability to work independently and to utilise support effectively.

**Commitment to:**

1. Implementation of equal opportunities through anti-discriminatory practice.
2. Strengths-based recovery approach to client work and person-centred practice.
3. Confidentiality.
4. Accountability for your work to your manager.



**Mission Statement**

Our mission is to work alongside people, organisations and communities to make positive changes in mental health.

**Values Statement**

We understand experiences such as:

hearing voices

seeing visions

having unusual beliefs

feeling anxiety, hopelessness or extremes of mood

as responses to events, emotions and cultural influences that people can identify in their own lives.

We value people’s individual human rights, identity, strengths and their own understanding of their experiences.

We do not impose definitions, labels or diagnoses.

We challenge stereotypes, stigma and social exclusion.

We see people as having life experience and expertise to offer, rather than as passive recipients of support, therapy or care.

As a result, we favour approaches that involve mutual and peer support, self-help and guided self-help.

We value a spirit of enquiry and learning from the people we serve and partners - we don’t think we have all the answers.

<https://www.mindincamden.org.uk/>

<http://www.voicecollective.co.uk/>