

Mental Health Primary Care Core Teams-Community Practice Lead

Job context

The Community Mental Health Framework for Adults and Older Adults (CMHF) is an ambitious and potentially transformational policy. As part of implementing the CMHF, Camden have developed a multiagency 'core' team model that brings together NHS, social care and VCS staff, culture and approaches into one population-based neighbourhood team. This represents a significant step forward in being able to offer people joined up, holistic and preventative care and support.

During the first national lockdown April 2020, the Voluntary and Community Sector (VCS) and Camden and Islington NHS Foundation Trust (C&I) developed a proactive, integrated single point of access for people with complex mental health needs. After providing this offer for 12 months with emergency funding, C&I decided in May 2021 to make a more permanent investment into Camden VCS through a direct contract with Mind in Camden and Likewise.

The service offer has been set up to create impact across multiple levels: individual and systemic, both in the immediate and the long-term. It provides a threefold offer within the Camden Core Teams: Individual support, Community Development and Welfare Rights support.

CMHF is seeking to create an innovative 'co-production and learning programme'. This will be driven by two funded posts and embedded within Camden Core Teams. The two posts have been split across the two local VCS partners (Mind in Camden and Likewise). It is envisaged that there is strong partnership between the roles to achieve the desired outcomes of the programme.

The Community Practice Lead is a time-limited post that will be a dedicated resource to capture and reflect on the learning so far, support co-production with service users, wider community partners and core team members.

The post holder will work closely with the Learning and Development Lead at Likewise. The Learning and Development Lead at Likewise will be responsible for embedding reflective conversations with staff teams and bringing partners together around key systems change themes, leading on regular evaluation and learning reports and ensuring co-production within project outputs such as learning reports.

There is a learning role that is shared by both positions, where the Lead from Likewise will bring the evaluative perspective and the Practice Lead from Mind will bring the service-user led perspective and once both perspectives are combined this will be presented to Core Teams with a view of reflecting on Core Team's culture, the model, and the current structure.

The overall aim of the role is to:

- To ensure resident involvement is central to all aspects of the learning framework
- Synthesise different organisational approaches and service user's expectations
- Explore good practices in other areas

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Job Description

(FT 35 hours per week) NJC SCP 12-17 starting at £28,653 and rising to £31,002 including ILW depending on level of relevant experience

Job title: Mental Health Primary Care Core Teams-Community Practice Lead
Accountable to: Senior Manager-Mental Health Primary Care Core Teams
Grade: NJC SCP 12-17 normally starting at SCP 12 £28,653 and rising to £31,002 depending on level of relevant experience for 35 hours including ILWA
Duration: The contract with the Local Authority as part of the Camden Mental Health Community Framework runs until November 2024.

Involving Service Users

- 1) Convene and facilitate learning conversations between core teams' staff and people who use services
- 2) Embed co-production and collaboration- by creating forums for people to be involved so service users' voices are represented at every level
- 3) To synthesise and condense the existing sources of co-production, bringing them together
- 4) To engage service users in service evaluation
- 5) To invite people with lived experience to co-facilitate groups
- 6) Bring service user's perspectives and feedback to Management Teams in Core Teams
- 7) Improve service user's experience and access to Core Team by sharing and encouraging implementation of feedback

Analysing data

- 1) With the Learning and Development Lead hosted by Likewise, our partner agency, to facilitate the capturing of quantitative and qualitative data across agencies to monitor and evaluate performance
- 2) To review existing data collection and explore and develop what other what other data might be needed to inform evaluation
- 3) Conduct and enable the analysis of data gathered and provide opportunities for partners to reflect on and draw conclusions from it
- 4) Make the resulting learning accessible to all parts of the system and facilitate regular sessions to discuss and reflect on the data (6 monthly).
- 5) To utilise data to measure impact and reflect on service user satisfaction
- 6) Report-writing to understand ongoing changes and potential risks and opportunities at regular intervals

Facilitation and Training

- 1) Facilitate discussions with staff and Management in Core Teams to develop and embed a person centred co-produced ethos and approach across the service
- 2) Provide training events and workshops for service users and staff (including NHS staff) on related topics including the principles of co-production
- 3) Involve staff, managers and service users in mapping the development of practice

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 within Mind in Camden's values, vision, and mission.
3. Work to Mind in Camden policies, procedures and guidance.
4. Be accountable for all aspects of your work to your manager through supervision.
5. 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 sensitively and effectively with service user or stakeholder complaints.

Main Conditions of Service:

1. The salary is linked to, but not bound by, the NJC scale; 12-17 normally starting at SCP 12 £28,653 and rising to £31,002 depending on level of relevant experience for 35 hours including Inner London Weighting
2. Mind in Camden has an auto-enrolled pension scheme into which it currently pays 5% of salary. You are required to contribute an additional 3% into the scheme.
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 (pro-rata for part-time staff).
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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(FT 35 hours per week)

Person Specification

All areas in the person specification are essential unless stated otherwise

Qualifications

None specifically required but evidence of mental health related learning essential

Knowledge

1. A thorough understanding of the principles and practice of co-production, person-centred and recovery principles.
2. In-depth understanding of mental health from a range of perspectives, with particular emphasis on non-medical and culture specific models including awareness of issues in policy and practice.
3. A thorough understanding of providing trauma informed support.
4. A thorough understanding of the principles of peer support
5. Understanding of anti-discriminatory practice with particular emphasis on how it applies to mental health work with people experiencing multiple inequalities.
6. An excellent understanding of the principles of good partnership working, community development, promotion, and service user involvement.
7. An excellent knowledge of monitoring and evaluation methods, and measuring outcomes
8. Understanding of confidentiality and data protection principles.

Experience of:

1. Working directly with service users, including in service user forums.
2. Delivering training and facilitating groups.
3. Working in partnership with external agencies to provide services.
4. A minimum of 1 year experience of working in mental health services.
5. Track record of working in projects to achieve targets.
6. Working with networks and communities
7. Working with people from a diversity of cultures and ethnic groups.

Skills & Abilities

1. Ability of using mental health experiences to facilitate conversations between others
2. Ability to provide high quality support to service users.
3. Have strong team building and motivational skills.
4. Have strong communication and interpersonal skills.
5. Ability to gather and use information/data.
6. Ability to produce written materials to a high standard including reports.
7. Ability to implement Mind in Camden's ethos, values and mission.
8. Ability to deliver presentations, training, and workshops to a variety of stakeholders.
9. Be pro-active in pursuing the work, highly organised with excellent time management skills.
10. Ability to handle disciplinary and grievance matters and service user complaints.
11. Ability to work independently and to utilise support effectively.

Commitment to:

1. Taking personal responsibility for making things happen.
2. Working flexibly and cooperatively.
3. Strengths-based recovery approach with people and person centred practice.
4. Community empowerment and enablement
5. Implementation of equal opportunities through anti-discriminatory practice.
6. Confidentiality.
7. High levels of 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

Our values are that:

- We understand experiences such as
 - hearing voices
 - seeing visions
 - having unusual beliefs
 - feeling anxiety, hopelessness or extremes of moodas 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 understandings 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/>