



The Mental Health Service for our Community

## Job description

<b>Job title</b>	Head of Services
<b>Contract</b>	Permanent
<b>Hours</b>	37.5 hours per week
<b>Location</b>	Martin B Cohen Centre, Edgware HA8 9GL

### Organisation

Jami is the Jewish community's mental health service and for 30 years has been committed to providing practical and emotional support for the mental health of the Jewish community. Jami supports everyone affected by a mental health problem – whether they are the person with a diagnosis, a friend, relative or employer. Jami helps by delivering services that enable independence and build resilience in addition to managing the symptoms of ill health through community hubs and outreach, education and training and bespoke recovery support plans.

### Job purpose

- Lead the development and delivery of a high quality, needs led, innovative mental health service
- Responsibility for effective professional governance, management and leadership of service staff
- Deliver organisational objectives within available resources and in accordance with organisational strategies

### Duties and Responsibilities

- As a member of the senior management team, play a key part in developing Jami's strategy
- Provide strong, visible, operational and clinical leadership to the service team
- Lead innovation and new ways of thinking so that services are seen to be demonstrating best practice
- Line manage Deputy Head of Services, maintaining an overview of hub and community teams

- Create an organisational climate which fosters teamwork across organisational boundaries and motivates all staff to contribute to their full potential.
- Lead the process of clinical governance and quality improvement initiatives, ensuring there is a robust monitoring and audit programme in place
- Act as line manager for overarching services including
  - Carer and family support
  - Education
  - Hospital visiting
  - Human resources
  - Pastoral support
  - Physical fitness
  - Social work
  - Vocational support
  - Volunteering
- Chair the Jami Recovery Action Group developing, implementing and reviewing relevant policies, procedures and pathways which impact on service delivery and practice.
- Respond to serious incidents, complaints, disciplinary and management investigations.
- Create and maintain local partnerships and relationships within the Jewish community and beyond, supporting the development of resilient communities and an environment that enables and supports mental health recovery.
- Keep up to date with new legislation, guidance and developments within mental health
- Act as the organisation's Caldicott Guardian
- Together with the HR coordinator, maintain an overview of
  - Wellbeing at Work strategy
  - Jami induction process
  - Appraisal and supervision
  - Recruitment and retention
  - GDPR processes and data protection
- Responsibility for the administration of Jami's contact management system (currently Apricot Social Solutions)
- Represent and present the work of the organisation both locally and nationally
- Contribute to the development of Jami's policies, procedures and links to other agencies
- Undertake any such duties as requested by your line manager
- Have a commitment to Jami's ethos, values and policies

## Training and Qualifications

- Relevant clinical qualification and registration with appropriate body
- Evidence of continuous professional development

## Knowledge and Experience

- Proven track record of leadership at a strategic level in a multi service line, statutory or voluntary sector organisation
- Substantial experience of effectively managing several services within budget
- Experience of developing and implementing strategy and service development
- Experience developing and delivering services and the change process
- Evidence of imbedding organisational values successfully and achieving workforce engagement delivering improved outcomes in quality, performance and service
- Significant clinical experience, demonstrating the ability to make sound clinical decisions
- Experience of building and maintaining effective relationships with external stakeholders
- Ability to think and act strategically and articulate a clear sense of direction and vision to a diverse audience
- Strong communication skills (written, oral, presentational and interpersonal)
- Able to multi -task and continue to function to a high standard when under pressure
- Able to communicate well and liaise with people at all levels within and outside the organisation
- Able to work independently to achieve objectives of the post, making decisions in a timely and effective manner
- Ability to provide and coordinate clinical and management supervision
- Ability to understand basic financial principles and accountancy and budgetary processes
- Ability to manage and lead on investigations relating to serious incidents, complaints and disciplinary processes
- It is desirable, but not essential, to have experience and knowledge of the Jewish community

## Flexibility

To deliver services effectively, a degree of flexibility is needed, and all post-holders may be required to perform work not specifically referred to above. Such duties will fall within the general scope of the job description. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

## Disclosure of criminal background

All employees are checked with the Disclosure Barring Service

If it is a requirement of the post that an enhanced check is undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place.

Having a criminal record will not necessarily bar you from working with Jami. This will depend on the nature of the position and the circumstances and background of offences.

Please note applicants refusing to sign the form will not be progressed further.

### Confidentiality

All information relating to supporters, donors, service users, volunteers and staff gained through your employment with Jami is confidential. Any disclosure to any unauthorised person is a serious disciplinary offence.

For further details please contact **Laurie Rackind** on 020 8458 2223 or email **[Laurie.rackind@jamiuk.org](mailto:Laurie.rackind@jamiuk.org)**

- To apply for the role, please send your CV and covering letter to [recruitment@jamiuk.org](mailto:recruitment@jamiuk.org)
- Closing date for applications **6<sup>th</sup> September 2019**
- Interviews are likely to take place week commencing **22<sup>nd</sup> September 2019**