



The Mental Health Service for our Community

Job description

Job title	Service Manager, North East
Contract	Permanent
Hours	37.5 hours per week
Location	Across Jami services, North East London.
Responsible to	Deputy Head of Services

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

- Providing day to day operational and line management to service staff
- Together with Deputy Head of Services, responsible for the planning, organisation and delivery of Jami services
- To manage the delivery of a safe and effective service, within the available resources.
- To lead staff and volunteer teams in the delivery of services to local people embedding Recovery values and principles into their day to day work
- To ensure that team systems and processes are implemented to provide a responsive and effective service to service users, carers and others and to contribute to such systems.
- To act as an ambassador for Jami, raising the Jami profile and encouraging referrals from other agencies including statutory services
- To ensure that the service is operated in a way which is consistent with Jami's values and the Jewish community it serves.

Duties and Responsibilities

- Day to day management of staff in NE locality teams supporting and improving all team members to provide effective services within the Hubs and local community.
- To oversee casework of the teams, ensuring assessments are carried out within appropriate time frames.
- To carry a clinical caseload, supporting clients with complex needs.
- Ensure effective communication across teams, facilitating regular team meetings as necessary.
- Lead by example, motivating and empowering others and promoting positive attitudes, mutual understanding and collaboration between services.
- To develop and maintain effective team working with partners including community mental health teams, inpatient services, social care support providers, housing providers and others
- Work with Deputy Head of Services to ensure appropriate staffing and skills mix
- Ensure up to date records are maintained, policies and procedures implemented.
- Participate in quality assurance processes that maintain a high quality of care and support through a process of constantly measuring and auditing service
- Ensure all team members receive appropriate supervision and annual appraisal and that professional standards are maintained
- Work with HR coordinator to record and monitor annual and sick leave
- Together with Deputy Head of Services ensure through annual appraisal that training, practice education and development are actively identified by staff
- Act as an ambassador for Jami through thought leadership, publishing and presenting both within the Jewish community and to a wider audience
- Ensure team systems and processes are implemented to provide a responsive and effective service.
- Maintain own personal development and keep up to date with current knowledge and health and social care agenda
- 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 professional qualification at degree level or equivalent (e.g. Social work, occupational therapy, nursing)
- Registration with appropriate body
- Evidence of continuous professional development

Experience

- Working in a multi skilled team
- Partnership working with other agencies including social care services, health care services, voluntary agencies and/or education
- Undertaking complex needs led assessments, support planning and reviewing
- Line managing and supervising a range of mental health workers (OTs Social workers, Peer Support workers)
- Developing and managing services for people with mental health problems
- Working in partnership with other agencies

Knowledge and Skills

- Detailed knowledge of recovery values and principles
- Understanding of relevant NHS and social care legislation
- Comprehensive knowledge and understanding of adult safeguarding
- Skilled in social care interventions and complex risk assessment/management
- Understanding of the needs and difficulties experienced by people with mental health difficulties
- Excellent written and verbal communication skills
- Good organisational skills, ability to manage time, prioritise work and meet deadlines
- A commitment to ongoing personal and professional development

Desirable

- Experience and knowledge of the Jewish community
- Working in a complex and changing environment

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.

- Closing date for applications **Sunday 1st December**
- Interviews are likely to take place week beginning **Monday 16th December**