

Job description

Job title	Intake Officer, Intake Service
Contract	Permanent
Hours	Up to 37.5 hours per week
Salary	£26,000- 29,000 depending on experience
Service setting	Across Jami localities and home based

Organisation

Jami is a mental health charity that enriches and saves lives impacted by mental illness and distress in the Jewish community.

Since the start of the pandemic, demand for our services has grown exponentially. In 2021 we undertook a thorough review of the needs of the community, to develop a new strategy that will secure the Jewish community's mental health provision. The new strategy sets out a huge agenda for change in scale and provision, which will be developed over the next five years while we continue to run our diverse set of highly professional mental health services:

- Advice and advocacy
- Treatment and support
- Education and campaigning

Jami currently supports over 1,400 individuals, delivering almost 50,000 separate service interactions each year, and reaches thousands more people through education, seminars, work in schools and other organisations. Through our social enterprise community café, Head Room, we raise mental health awareness while delivering mental health support on the high street.

Job purpose

The role of the Intake Officer plays an integral role at the front door or first point of call for service users. This includes supporting the duty service with responding to enquiries, providing expert information and advice, initial assessment, and referral. You will also provide up front interventions and / or accessing Jami and other services. The Intake Officer will support in the delivery of the telephone support waiting list, for those waiting to access core services, whilst holding a case load of

clients. This will include emotional support either on the phone or in person whilst providing short- term work in the community in conjunction with undertaking core duty tasks.

- Provide a high quality and professional service to respond to the needs of people with mental health problems through short term upfront support
- Developing and sustaining professional working relationships with clients, carers, colleagues and external agencies.
- Embedding Jami values, principles and strategic ambitions in day-to-day operations.
- Assessing and triaging needs at the front door/ when on duty
- Providing information and advice, initial assessment, access to services and short- term interventions, either on the phone or in the community
- Signpost and liaise with other services where necessary
- To identify safeguarding concerns and risks and respond accordingly
- Empowering individuals to access timely advocacy support when required by working closely with the Intake and Advocacy Manager

Responsibilities

1. To respond to members of the Jewish community experiencing issues with their mental health
2. To work as part of a multi skilled team of staff and volunteers and support the Intake and Advocacy Manager and Intake team
3. To undertake initial duty assessments, and other appropriate assessments to determine needs and interventions
4. To build and sustain effective working relationships with all Jami's service teams to promote accessible and inclusive referral pathways, enhancing user experiences.
5. To work in partnership with statutory services and build effective working relationships
6. To assess, review and respond to risk in consultation with the service user and the team and to identify and respond to safeguarding concerns and to highlight and respond to any safeguarding issues within the locality and raise these with Jami's Safeguarding Lead
7. To support service users in gaining access to statutory and community resources and to appropriately refer and signpost to other organisations to help meet holistic needs of the service user

8. To provide specialist information and advice around mental health legislation, rights and access to statutory & voluntary services
9. To maintain client records as required by existing procedures
10. Support with gathering and analyzing information, contributing to service reports
11. To undertake relevant training to enhance the role and the development of the service.
12. To contribute to the development of Jami's policies, procedures and links to other agencies.
13. Maintain own personal development and keep up to date with current knowledge and legislative changes through reading, attending study days, conferences and meetings as appropriate
14. Work within Health and Safety guidelines, with reference to the Lone Worker Policy and individual risk assessments
15. Compliance with the Equality Act and General Data Protection Regulations (GDPR)
16. Attend regular supervision with named supervisor/ manager and participate in the organisation's appraisal process
17. Ensure that all activities are operated in a way which is consistent with the values of Jami and the Jewish community it serves.
18. Carry out any other reasonable duties as requested by your line manager or another designated senior manager

Key relationships

- Collaborate with other agencies and ensure that service users are signposted onto appropriate agencies such as housing, counselling, emergency services etc.
- Develop continuing links with the local community to provide good working partnerships with our stakeholders
- Promote the intake service and to reduce stigma and promote Jami services in day-to-day work
- Attend local meetings, workshops and conferences of relevance to the service
- Work closely with line manager/supervisor and Jami services
- Direct contact with public (face to face, telephone, email/ video conferencing) providing advice, information, taking referrals and signposting to relevant services.
- Supporting people through duty needing immediate support in times of crisis

- Be able to respond identify risk and report safeguarding concerns/mental health crises that impact on adults (and children)

Training and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Educated to degree level and/or minimum 5 years' experience in mental health/ social care sector 	<ul style="list-style-type: none"> • Up to date knowledge of Mental Health and Care Act legislation • Recognised health and social care Qualification e.g., Degree in Social Work, Occupational therapy, Registered Mental Health Nurse (RMN) • Registration with appropriate professional body (e.g., Social Work England/ BACP)

Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"> • Experience of working in a multi-skilled team – relevant to people with mental health difficulties. • Evidence of partnership working with other agencies including Social Care Services, Health Services, Voluntary Agencies, Education, housing etc. • Experience of undertaking needs led assessments, care planning and reviewing • Experience of front-line work and speaking with people at the first point of contact. • Experience of responding to adult and child safeguarding concerns • Experience of undertaking immediate risk assessments 	<ul style="list-style-type: none"> • Personal experience of using mental health services and/or mental health problems, distress or trauma • Experience of working within a duty/ first point of contact system • Knowledge and experience of advocating for clients • Local knowledge of community resources and facilities • Working in a complex, challenging and changing environment • Ability to gather, analyse and interpret data • Experience of working with and knowledge of the Jewish community

- Understanding of Recovery values and principles
- An understanding of the needs and challenges of people who experience mental health problems.
- Ability to develop practical solutions to problems that may arise.
- To be able to work autonomously in a fast-paced environment
- Ability to form good working relationships and partnerships with people who have mental health problems.
- Knowledge and understanding of legislation and issues relevant to client group.
- Understanding of the Mental Health Act 1983 and Amendment 2007 and Equality Act 2010 and the Mental Capacity Act 2005, Care Act 2014.
- Excellent communication skills, both written and verbal.
- Understanding of social care resources and provision available in both statutory and non-statutory agencies
- Good organisational skills - an ability to manage time, prioritise work and meet deadlines
- A commitment to equal opportunities and anti-discriminatory practice
- A commitment to ongoing personal and professional development
- Good IT skills, use of zoom, MS teams and client database systems

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. It is expected that there will be a hybrid approach where some duties will be performed remotely, and other interactions will be face to face across Jami sites and elsewhere in the community

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.

Equality and diversity

Jami are proud to be an equal opportunity workplace. We recognise and promote, the positive value of diversity, equality and challenge discrimination. We welcome and encourage job applications from people of all backgrounds.

Confidentiality

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

For further details please contact **Emma Gibbs** on 020 8458 2223 or email emma.gibbs@jamiuk.org

To apply for the role, please send your CV and covering letter to recruitment@jamiuk.org. Closing date for applications **8th July 2022**