

Job description

Job title	Carer and Family Support Team Manager
Contract	Permanent
Hours	37.5 hours per week
Salary	£32,000 - £37,500 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.

We are delighted to share that from the 1st of April 2024, Jami will become one with Jewish Care, therefore the postholder will be employed by Jewish Care from the 1st of April.

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

At Jami, we are privileged to be able to support people in ways that are meaningful to them. We aim to improve people's quality of life by ensuring people have their

voices heard, have access to resources, and are equipped with skills, knowledge, and support.

The carers and family support service provides 1-1 and group support with a multi skilled team, including carer peer support and volunteers. It provides assessment, signposting, advocacy emotional and practical support to carers and families of adults and children and young people with mental illness and distress.

In this role, you will manage the delivery of an accessible, safe, and effective carer and family support service team, within the available resources that meets service user identified needs.

Responsibilities

- Day to day management of the carer and family support team.
- Ensuring the multi-disciplinary team provide safe and effective services via virtual, building based and outreach support in groups and 1:1.
- To support team with casework, advising through supervision and team meetings, and supporting directly with client work when appropriate.
- Ensure effective communication between your team and teams across Jami.
- To offer direct support to clients through initial assessments, ongoing casework and development and facilitation of groups.
- To create plans of support for people coming into service, and oversee plans are carried out ensuring:
 - Assessments are carried out within appropriate timeframes.
 - Service users are allocated appropriately and in a timely manner.
 - Support stays focused on client needs and takes into account available resources.
 - Support offered considers the whole needs of the person, taking into account the wider context of their lives
- Clients are closed within appropriate timeframes.
- To work with Senior Manager to oversee the access and advice pathway into the service and to implement and monitor a wait list as appropriate.
- Take part in and contribute to the Youth Mental Health Network, ensuring parents and families views are represented.
- To work with clinical supervisors and leads to ensure casework is safe, meaningful, and high quality
- To adhere to and monitor compliance with policies
- To ensure that Apricot for service is accurate and up to date
- To work alongside the Senior Manager for Volunteering and Social Engagement to ensure volunteers are appropriately recruited, inducted, and supervised.

- Together with Senior Manager, develop and maintain effective team working with internal services and external partners.
- Work with Senior Manager to ensure appropriate staffing and skills mix and contribute to budget planning.
- To ensure that service users are involved and have an active voice in their support plans, as well as the direction of service development.
- Together with Quality & Impact Manager, participate in quality assurance processes that maintain a high quality of care and support through a process of constantly measuring and auditing service
- To develop comprehensive reports for Board of Trustees, Clinical Governance and Professional Advisory Board.
- To contribute to funding application and update reports.
- Ensure all team members receive appropriate supervision and annual appraisal and that professional standards are maintained
- Maintain own personal development and keep up to date with current knowledge and health and social care agenda
- Undertake any such duties as requested by your line manager
- Have a commitment to Jami's ethos, values and policies

Key relationships

- All Jami Services
- Service leads, clinical supervisors, and members of Senior team
- External agencies including statutory and voluntary services

Training and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Relevant Health and Social Care qualification or 5+ years of relevant experience 	<ul style="list-style-type: none"> • Completion of management and / or supervision training

Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"> • Significant experience supporting carers of people with complex mental health needs • Experience of managing and working in a multiskilled team in a health and social care setting. • Evidence of partnership working with other agencies including Social Care Services, Health Services, Voluntary Agencies. • Experience of undertaking needs led assessments, care planning and reviewing • Experience supporting people with significant socioeconomic needs • Experience of providing clinical supervision • Ability to develop practical solutions to problems that may arise. • Ability to prioritise work and manage workload • Knowledge and experience with supporting people around their wellbeing at work • Knowledge and commitment to service users rights, involvement and service-user led initiatives • Ability to manage own workload, prioritise and seek creative solutions • Ability to create and embed culturally sensitive approach, which considers the needs of the whole person, across the team • Working knowledge of the Mental Health Act 1983 and Amendment 	<ul style="list-style-type: none"> • Local knowledge of community resources and facilities • Experience and knowledge of the Jewish community • Knowledge of local and national resources available to carers • Personal experience of being a carer or working with carers.

<p>2007 and Equality Act 2010 and the Mental Capacity Act 2005</p> <ul style="list-style-type: none">• Working knowledge of the Care Act 2014 and any other relevant Acts	
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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.

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 **Naomi Glickman** on 020 8458 2223 or email naomi.glickman@jamiuk.org.

To apply for the role, please send your CV and covering letter to recruitment@jamiuk.org.

Closing date for applications **29th March 2024**.