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**Service Coordinator**

**Northeast London suicide Prevention service**

**Job Description & Person specification**

**Job Title:** Service Coordinator

**Grade/salary:** £30, 150 per annum

**Hours:** 37.5 hrs per week

**Accountable to** MindTHNR CEO

**Supervised By:** MindTHNR Operations Director

**Location:** Hybrid – Newham, Tower Hamlets, and Redbridge

**Contract Term:** FTC until March 24

**Closing Date:** 5.00pm, Wednesday 29th November 2023

**Interviews:** TBC – Actively interview

**About Mind in Tower Hamlets, Newham and Redbridge**

We are a local, registered charity affiliated to national Mind. The organisation supports those with mental health issues in Tower Hamlets, Newham and Redbridge towards recovery and leading a better life.

We work with communities from diverse backgrounds and continually invest in building an inclusive organisational culture with diverse leaders through active Listening, Learning and Leading.

**Background**

Mind in Northeast London is a mental health collaboration between Mind in City, Hackney & Waltham Forest, Mind in Tower Hamlets, Newham and Redbridge and Mind in Havering, Barking and Dagenham. We are independent organisations affiliated to the Mind Federation (the national association for mental health), an organisation with which we share common values and principles’ and meet quality standards. We aim to support people affected by mental ill health through the provision of a range of community-based services across these Northeast London Boroughs.

The NEL Suicide Prevention Community Hub works to respond to the needs of communities across the NEL STP, and to support people who are at risk of or experiencing suicidal thoughts. We will offer information, guidance and help relating to suicide prevention and postvention support. ‘Warm transfer’ and navigation to the Right Service at the Right Time will be provided, enabling local people access a ‘one stop shop’ with a no wrong doors approach and a “soft place to fall”. People will be signposted to the right service with minimal delays and a clear pathway.

The Community Hub is linked to local crisis services, community providers and statutory providers. The focus will be on supporting people who are not currently connected to mental health services.

**Purpose of the role**

To provide overall management, leadership of the **Community Hub** across the North East London and supervise a team of Connector workers across the Mind in North East London Partnership. The coordinator will ensure that the Hub team are providing time bound support to people contemplating suicide.

The coordinator will be responsible for ensuring that the Community Hub provides:

* Develop and deliver interventions to the most vulnerable and at-risk groups to ensure people are linked in to support and services that with contribute to the minimisation of harm through attempted and completed suicides.
* Manage and develop the Community Hub to be accessible and responsive to calls from local people and support the person in that moment, exploring local services to enable them to access on-going support, and link them to providers such as counselling, bereavement services, mental health support, postvention therapy groups.
* Develop the model of intervention with the collaboration and integration of the service with other STP wide Crisis intervention and support services.
* Manage safely and proactively safeguarding concerns within the team and be responsible and responsive to raising Safeguarding Alerts

To work with the Operations Director and commissioners to achieve agreed KPI’s for the service and individually, including:

* Increased access and connection to correct community/health/social care
* Delivery of a phone and face to face offer that signpost and assertively connects members of the community with our partner agencies and services
* At least **80%** of Service users who received initial signposting and information report that their needs were met.

**Adopting our Organisation culture**

We have a strong reputation for delivering high quality services and achieving positive outcomes.

Our practices are underpinned by our Professional Code of Ethics, Code of Conduct and organisational values. We expect everyone to embrace our culture, ethos and our anti-racist, anti-discriminatory and inclusive practices throughout their work.

**Key Responsibilities**

**Service Development**

In conjunction with the Operations Director, CEO and our Mind in North East London Partners, attend and contribute to the Steering Group, ensuring areas of risk, concern and developments are communicated and actioned collaborative.

* To set up and facilitated monthly staff forums across the Suicide Prevention to include partner staff, stakeholders and peers, with the objective of developing ways of working, managing risk and ensuring the project is on track with delivery.
* To ensure that the service works within the national and local safeguarding guidelines, ensuring that safeguarding protocols are established within the hub and followed and where required working with partner agencies to ensure safeguarding standards are followed.
* To work with the team to ensure that there is a full understanding of the service and how each member contributes to the aims and objectives of the service
* To ensure that the required targets for the service are met and where there is a shortfall or an excess of demand that this is reported to the Operations Director and CEO in order to action plan to address.
* Develop and maintain effective relationships with stakeholders (including health, social services and voluntary agencies) across varying levels of seniority, to ensure achievement of the support services aims/objectives.
* To develop relationships with statutory and non-statutory services and develop referral pathways to enable the Community Hub staff to step people up into more appropriate support.
* In conjunction with partner organisations ensure that they can meet the requirements of the SLA effectively and report any concerns or problems to the CEO
* Work as part of the team, to assist the integration of the community hub across Mind in North East London
* Ensure the timely production of monitoring and/or other relevant reports as required.

**Line Management Responsibilities**

* Responsibility for the direct line management and supervision of the Suicide Prevention Connector Workers ensuring that staff are working within the CHIME Principles of Connectedness, Hope and Optimism, Identity, Meaning and Empowerment.
* Ensure that all the staff have appropriate induction, probation management and annual appraisal as will as management of annual leave and sickness absence.
* Ensure that all staff’s wellbeing is prioritised by offering opportunities for reflective practise, debriefing and additional support when required.
* To raise any performance related concerns regarding staff with the partner organisation lead and contribute to the personal development of partner staff.

**Day to day Community Hub Management**

* Management and oversight of the day-to-day delivery of Community Hub to ensure that the services is delivered to a high standard.
* Maintain an up-to-date knowledge of current trends in suicide prevention practice and research.
* Attend and contribute to local borough suicide prevention forums and steering groups to ensure that the Hub is fully integrated into each North East London Borough.
* To regularly undertake risk assessment of the Community Hub to ensure that risk management practices.
* Ensure that risk assessments are undertaken for new projects/new service
* Engage ensure that Coproduction is embedded into the Community Hub, with opportunities for people with lived experience to influence and review the delivery of the service.

**Support for Partner Staff**

* To provide Line Management support – timekeeping, contractual issues, Annual Leave etc. for staff who are contracted to work with partner providers within the Community Hub
* To support the staff to deliver their role within other services, ensure that there is a good link between the Case management supervisor and MITHN so that any issues/concerns can be dealt with swiftly.
* To create three-way opportunities to discuss appraisals and performance reviews.

**Monitoring and Service evaluation**

* Ensure that the service data streams and monitored and kept up to date and lead in the sharing of data across the partnership.
* Ensure that staff are allocated clients, that their assessment, risk assessment and outcome monitoring are recorded appropriately.
* Prepare quarterly monitoring reports required from the service commissioners. Working closely with the Lead’s from Mind in North East London to ensure reporting is completed and the agreed KPI’s a met.

**General**

* Work as part of the team to ensure that service provision works in accordance with and promotes the needs of Black and Minority Ethnic communities, taking into account racial, cultural and language diversity.
* Work as a senior member of the team, contributing to service planning/development and where appropriate identify and support staff to undertake new initiatives.
* Where appropriate, to assist in the recruitment, selection and induction of staff and volunteers.
* Where necessary to provide cover within the team and undertake additional duties, of a minor and/or non-recurrent basis relevant to the grade, as may be required.
* Work with the Operational Director and CEO to plan and strategically develop the Community Hub.
* Attend and participate in relevant meetings and give reports/presentations when required.
* Promote and contribute to the development of Mind in Tower Hamlets and Newham’s Vales and Objectives’ and comply with its Equality and Diversity Policy, Code of conduct and all organisational policies.
* Attend appropriate internal, external training courses, supervision and staff team meetings and away days.
* Work as part of a team towards ensuring effective user participation within the service.
* Other than where central administrative support is available, to be administratively self-servicing.

**Duties required of all MindTHNR Employees**

* Act as an ambassador and represent Mind in Tower Hamlets, Newham and Redbridge at external functions, events, giving talks and presentations to inform and inspire.
* Comply with, promote, and contribute to the development of MindTHNR’s: Aims and Values, Equality, Diversity and Inclusion principles and all organisational policies.
* Attend appropriate internal, external training courses, E-Learning, supervision, and staff team meetings and away days.
* Contribute to the co-ordination, training and support of volunteers as agreed with the CEO and operational manager.
* Other than where central administrative support is available, to be administratively self-servicing.
* To carry out other duties consistent with the post

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**Service Coordinator**

**Person Specification**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form.

|  |  |  |
| --- | --- | --- |
| **No.** |  | **Essential/**  **Desirable** |
| **Qualifications/Training** | | |
|  | A recognised and relevant qualification in Mental Health, Talking Therapies or Leadership and Management to Degree level. | E |
| **Experience** | | |
|  | Evidence of substantial experience of managing Mental Health Services in a community-based setting, counselling or social care services | E |
|  | At least 2 years of experience of line management within a mental health service (supervision, appraisal, personal development and performance management) | E |
|  | Experience of working with vulnerable communities and/or people who are experiencing thoughts of suicide/crisis | E |
|  | Experience of using therapeutic and psycho-social interventions | D |
|  | Substantial and demonstrable direct experience of developing and maintaining partnerships | E |
|  | Demonstrable experience of producing clear and concise written reports for external agencies including statistical and financial information | E |
|  | Extensive experience of managing Safeguarding and risk management within Teams. | E |
| **Skills/Knowledge/Ability** | | |
|  | Ability and skills to manage partnership relationships including using negotiation, influencing and leadership skills | E |
|  | Ability to effectively lead a diverse team with different needs and ensure delivery of a quality service | E |
|  | Demonstrable ability to prioritise workloads and to be solution focused | E |
|  | Proven ability to engage with diverse groups and diverse communities | E |
|  | Excellent communication skills both verbal and in writing | E |
|  | Excellent administrative and organisational skills with demonstrable experience of using Microsoft Office (Excel, Word, Outlook, Publisher) | E |
|  | Ability to maintain accurate records and to provide information required for monitoring | E |
|  | Demonstrable ability to develop client policies and ensure their implementation | E |
|  | Skills and ability to manage projects to milestones and deadlines | E |
|  | Ability to be creative and flexible in your approach | D |
|  | Ability to prioritise and manage workload | E |
|  | Excellent IT skill, Microsoft Word, Excel and database management | E |
|  | Excellent written and verbal skills | E |
|  | Extensive knowledge of the legislation that underpins working within vulnerable communities i.e Mental Health Act, Safeguarding and the protection of vulnerable people, GDPR | E |
|  | Understanding of the main issues facing people experiencing mental health difficulties | E |
| **Personal** **Attributes** | | |
|  | Personal resilience and flexible attitude in the face of difficulties | E |
|  | High level of safe awareness – the ability to reflect on own practice and to share personal experience. | E |
|  | Commitment to personal development and willingness to regularly update skills and experience | E |
|  | A commitment to Equity, Equality and Diversity | E |
|  | Willingness to adhere to MindTHNR mission and values | E |