



Mind in Camden

Hearing Voices Service Manager (21 hours per week)

Job Description

Job title	Hearing Voices Service Manager
Accountable to	Hearing Voices Lead
Responsible for	Staff and volunteers appointed to provide hearing voices development services
Grade	Salary is pro rata of NJC SCP 23 (£36,233), rising to SCP 24 (£37,181)
Purpose of job	To manage all aspects of Mind in Camden's Hearing Voices Projects and undertake one-to-one, group and development work alongside service users.

Aims of the Job:

- To take responsibility for the overall management of the Hearing Voices projects
- To undertake direct work individual and group work where required
- To provide support, training and other services to groups and individuals across London
- To work to project designs and to terms and conditions of grants or contracts that fund the service

Management:

1. Effectively recruit, induct, supervise, support, coach and appraise the performance of staff and volunteers.
2. Ensure that the quality and quantity of all work is monitored and maximised.
3. Ensure that appropriate and accurate records of the work are maintained.
4. Regularly review plans, policies, procedures and guidelines for the project.
5. Ensure consultation with staff and service users as appropriate.
6. Participate in budget setting and take responsibility for monitoring and controlling spending in line with agreed budgets.
7. Facilitate regular and effective team and stakeholder meetings.
8. Ensure that service users have influence over the delivery and management of the services.
9. Ensure effective liaison with outside agencies and with other Mind in Camden services.
10. Ensure that all work is carried out according to Mind in Camden policies and procedures.
11. Produce reports for committee, funders and other stakeholders according to specification.

Development of Hearing Voices Services:

1. Participate in identifying opportunities for the further development of services.
2. Make operational new services within timescales set by funders and the organisation.
3. Convene and organise inter-agency meetings and other initiatives as required.
4. Provide training for staff and volunteers as required.

Direct Development Work with Hearing Voices Services:

1. Support the development of new hearing voices groups and services in conjunction with relevant partners.
2. Run peer support groups with partner agencies, as required.

3. Provide one to one advice and support to voice hearers, carers, families and professionals working with them, as required by project designs.
4. Facilitate the development and training of a new body of facilitators.
5. Continue to develop and maintain support mechanisms for sharing practice, general communication between groups and facilitating peer support.
6. Utilise existing training and support materials for groups and facilitators, and develop these resources as necessary.
7. Provide and facilitate the provision of peer support for new and existing group facilitators.
8. Organise and run external and internal training events and networking/support meetings.

General Duties:

1. Work within the context of the wider organisation, to participate in external forums and any other internal or external meetings as required.
2. Be accountable for all aspects of your work and the work of your supervisees to your line manager through supervision.
3. Cover for other members of staff in your own and other departments as required.
4. Undergo such training as is consistent with the satisfactory performance in the post.
5. Perform other duties as reasonably required by your line manager.

All staff are expected to:

1. Recognise changes in circumstances promptly and adjust plans and activities accordingly.
2. Find practical ways to overcome barriers.
3. Present information clearly, concisely, accurately and in ways that promote understanding.
4. Assist in creating a sense of common purpose.
5. Make best use of available resources and proactively seek new sources of support when necessary.
6. Act within the limits of their own authority.
7. Be vigilant for potential risks and hazards.
8. Take pride in delivering high quality work.
9. Take personal responsibility for making things happen.
10. Take personal responsibility for effectively communicating with service users, members of their work team, managers and other work groups.
11. Consult with their work group about matters which directly affect their work.
12. Deal appropriately with service user complaints.

Main conditions of Service

- The salary is within NJC scale points 23-24, starting at scale point 23 and rising by annual increment to scale point 24. The salary is £21,739, including Inner London Weighting, for 21 hours per week and will rise to £22,308 (based on the full-time equivalent of £36,233 - £37,181).
- Overtime is not paid, but time off in lieu may be granted.
- Mind in Camden has an auto-enrolled pension scheme into which it currently pays 5% of salary. You will be required to contribute an additional 3% into the scheme.
- The hours of work are 21 per week with normal hours being 9.30 – 5.30 with a one hour lunch break. Occasional evening or weekend work may be required.
- Annual leave entitlement is 27 days plus public holidays, rising to 30 days after three years service (pro-rata for part-time staff).
- All Mind in Camden job descriptions may be subject to periodic review.

Accessibility information:

The post holder will be based at Barnes House, 9-15 Camden Road, London NW1 9LQ. The office is in a central location in Camden Town with excellent public transport facilities.

The Wellbeing Centre is on the ground floor which is wheelchair accessible and has an accessible toilet. However, there is no wheelchair access to the upper floor which has 8 stairs leading from the main door.

Mind in Camden

Hearing Voices Service Manager

Person Specification

All areas in the person specification are essential unless stated otherwise

Qualifications

No formal qualifications are required.

Knowledge

1. Broad understanding of mental health issues and an in-depth understanding of the issues related to the experience of hearing voices in relation to children, young people and adults.
2. Clear understanding of the principles and practice of facilitating Hearing Voices peer support groups.
3. Understanding of the principles and practice of individual and team management.
4. Awareness of current issues in policy and practice in mental health.
5. Understanding of user empowerment and user involvement in the context of services aimed at young people and adults.
6. Understanding of the operation of user-led services.
7. Awareness of the impact of trauma and adversity on young people and adults who hear voices.
8. Understanding of equal opportunities with particular emphasis on how it applies to users of mental health services.

Experience

1. Experience as a manager within the mental health or a related field.
2. Minimum of 3 years of working in mental health services, in a paid or unpaid capacity.
3. Experience of facilitating groups or networks.
4. Experience of designing and delivering training.
5. Experience of project or service development (desirable).
6. Experience of facilitating/participating in mutual support groups (desirable).
7. Experience of mental distress involving unusual sensory perceptions (desirable).
8. Experience of working in forensic or prison settings (desirable).

Skills & Abilities

1. Ability to effectively recruit, induct, supervise, appraise, coach and line manage individual staff and volunteers.
2. Effective communication and interpersonal skills.
3. Ability to produce written materials to a high standard, including policy, procedures, reports, funding applications and minutes.
4. Ability to lead and motivate a team.
5. Ability to manage and control budgets and expenditure.
6. Ability to facilitate information & support meetings and encourage people to express their own views.
7. Ability to deliver presentations to a variety of stakeholders.
8. Ability to communicate constructively and professionally with service users, staff, colleagues and external agencies.
9. Ability to effectively plan and prioritise your own and others' workload.
10. Have project management skills.
11. Intermediate level or above computer skills with knowledge of Word and Excel.
12. Ability to utilise support effectively to manage work pressure.
13. Ability to reflect on personal experience and appropriately use it to inform your work with vulnerable young people, families and adults.

Commitment to:

1. Implementation of equal opportunities through anti-discriminatory practice.
2. The philosophy of Hearing Voices Groups.
3. Service User Participation and User led services.
4. Confidentiality.
5. High levels of accountability.
6. Adult and Child Protection.
7. The responsibilities and role of the Management team.



Mission Statement

Our mission is to work alongside people, organisations and communities to make positive changes in mental health.

Values Statement

We understand experiences such as:

hearing voices

seeing visions

having unusual beliefs

feeling anxiety, hopelessness or extremes of mood

as responses to events, emotions and cultural influences that people can identify in their own lives.

We value people's individual human rights, identity, strengths and their own understanding of their experiences.

We do not impose definitions, labels or diagnoses.

We challenge stereotypes, stigma and social exclusion.

We see people as having life experience and expertise to offer, rather than as passive recipients of support, therapy or care.

As a result, we favour approaches that involve mutual and peer support, self-help and guided self-help.

We value a spirit of enquiry and learning from the people we serve and partners - we don't think we have all the answers.

<https://www.mindincamden.org.uk/>

<http://www.voicecollective.co.uk/>