

**Mental Health and
Homelessness
Outreach Team
Leader
(Complex Needs
Housing Service)**

June 2024

Hertfordshire Mind Network
Watford Wellbeing Centre
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Mental Health and Homelessness Team Leader (CNH)

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our services, please see our website at <https://www.hertsmindnetwork.org/outreach-team-leader/>

To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and whether you own a vehicle.

Being able to drive and having access to your own vehicle is essential for this role.

Please return applications to Rebecca Mullane at the above address or by email to recruitment@hertsmindnetwork.org.

Closing date for receipt of applications is Wednesday 24th July at 5pm.

Interviews will be held on a rolling basis.

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

Yours sincerely,

Rebecca Mullane

Services Manager – Dual Diagnosis Partnerships

Our Vision, Purpose and Values

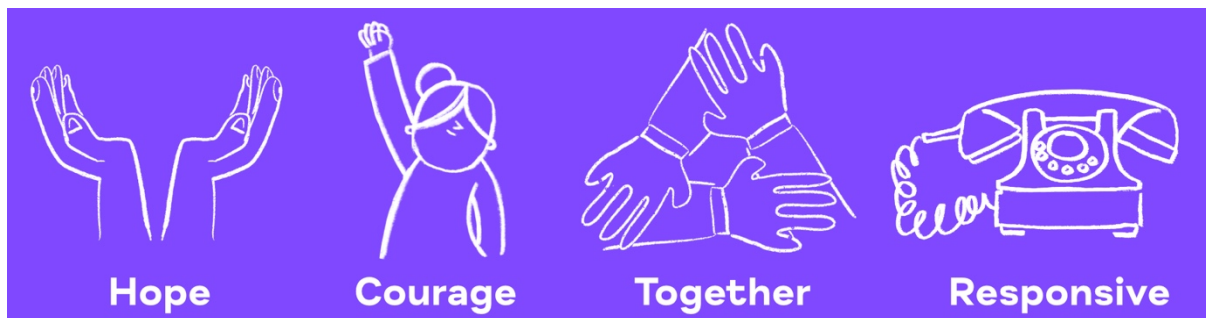
Our vision

“Every person in Hertfordshire will feel supported with their mental health.”

Our purpose

1. We fight for the mental health of every person in Hertfordshire.
2. We provide mental health support, opportunity, advocacy and resources.
3. We will elevate and promote the voice of those with lived experience of mental ill health.

Our values



Hope - We believe in potential, possibility and opportunity. We embrace a culture of curiosity and sustainability. We believe in choice, freedom, change and a better future for every person experiencing mental ill health.

Courage - We are determined, bold and unstoppable. We welcome transformation and innovation, advocate for improvement and influence change in Hertfordshire's mental health system. We are resilient and speak loudly in the face of adversity and inequality, and we fight tirelessly for mental health.

Together - Coproduction is at the heart of our organisation. Together we share learning, build relationships and connect with others. We work in partnership with individuals, voluntary sector and statutory services, local organisations and companies, to generate new ideas and promote inclusion and diversity and a better understanding of mental health across our community.

Responsive - We are open and transparent. We take time to listen, to learn, to share and to act. We adjust to change, make timely decisions and are both respectful and inclusive.

Job Description

Job title:	Mental Health and Homelessness Team Leader (CNH)
Reference Number:	222
Salary scale:	£29,000 - £30,500 per annum per annum incl. Outer London Weighting (OLW)
Contracted hours:	37.5 hours per week
Working base:	Flexible to one of our seven Wellbeing Centres dependent on location
Reports to:	Services Manager – Dual Diagnosis Partnerships
Contract length:	1 year
Checks needed:	Enhanced DBS and 2 satisfactory references

Background of Post

This is a pilot service working as an multi-disciplinary team with housing teams and Drug and Alcohol Services across District and Borough councils. These teams will be working with individuals who are presenting as homeless and have a number of Complex Needs. The Complex Needs Housing Team Leader plays a significant role in the co-ordination and running of the Complex Needs Housing Service. This role is key to the development and support of the team and the wider organisation.

Service Objectives:

The objectives of Hertfordshire Mind Complex Needs Housing Service are:

- To improve the mental wellbeing of people experiencing mental ill health.
- To increase early access to help for people experiencing mental ill health in, by providing a clear and effective pathway to services provided by Herts Mind Network and other third sector and statutory providers.
- To contribute to an improvement in individual mental wellbeing.
- To remain a source of independent support for all clients.
- To reduce the use of police, ASB, tenancy enforcement, housing needs and environmental health services by clients whose primary need is related to mental ill health.
- To reduce the use of crisis services by people experiencing mental ill health with positive outcomes for the individual.
- To provide an assertive outreach approach for clients who are in crisis and/ or those that may have complex or multiple needs.
- To work collaboratively within an MDT consisting of CGL, District and Borough councils, housing teams and other professionals.

The post holder will need to:

- Support the Services Manager with effective running of the Complex Needs Housing Service.
- Provide advice, information, onward referral and holistic support to clients who are experiencing mental ill health or need support with their mental wellbeing. These will be clients who are presenting to District and Borough councils as homeless and need intervention and support with their mental health.
- Line manage staff and where necessary volunteers.
- Maintain and enhance service delivery standards and effectiveness.
- Lead a team of Mental Health Outreach Workers. Ensuring the team are using databases and outcome tools as required to report for the project.
- Promoting the service, increasing visibility and being responsive to changing needs.
- Provide practical and emotional support to encourage service users to develop their independence within their local community.
- Monitor outcomes and evaluate the service.
- Ensure that the safety and wellbeing of service users using the service is monitored and reviewed regularly.
- To remain a source of independent support for all clients.
- Embed a person centred and recovery orientated approach in all aspects of the roles and responsibilities.

Accountability

You will be line managed by the Services Manager at Herts Mind Network but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- To receive and process referrals from the local district and borough Councils for those who have presented as homeless with a mental health need, as well as other appropriate referrals pathways across Hertfordshire and make direct contact within 72 hours of referral.
- To manage a caseload of up to 5 clients.
- To line manage a team of Mental Health Outreach Workers
- To manage and prioritise all administration tasks associated with the service.
- To provide monthly supervision to support client work and staff wellbeing.
- To enable Mental Health Outreach Worker's to support individuals to identify their own needs.
- To be responsible for the Complex Needs Housing Service quarterly reporting.
- To support the team in doing high quality case studies.
- Embed a holistic, trauma informed and person centered service
- To chair and lead, in partnership with the CGL Team Leader, on monthly MDT meetings with the local district and borough Councils alongside other relevant professionals.

- To facilitate monthly team meetings.
- To participate in the recruitment of new Mental Health Outreach Workers.
- To carry out HMN's induction program for new Mental Health Outreach Workers.
- To ensure Mental Health Outreach Worker's receive regular and up to date training to support their job role and well-being.
- To organize six-weekly external clinical supervision sessions for team.
- To build strong relationships with staff at the local district and borough councils,
- Ensure a direct community service is in place which encourages, motivates and builds patients self-esteem and confidence. This will include goal setting and support with social and practical skills development.
- To undertake initial contact with clients and complete a holistic needs assessment, making use of assertive outreach work to achieve the initial client contact, if required.
- To provide holistic support and advocacy services to clients experiencing mental ill health.
- Ensure all person centred risk assessments and support plans are completed as appropriate.
- To accompany clients to initial visits and appointments as necessary in order to ensure the sustained use of existing support services in the Borough.
- To liaise with other agencies to ensure that clients receive appropriate support and continue to remain engaged with the service.
- To assist clients to access appropriate mental health services, drug and alcohol services, housing/tenancy services and other services according to assessed needs.
- To establish effective pathways across a variety of agencies to maximise and provide effective partnership working.
- To work with partners both internal and external to ensure that vulnerable person's cases are monitored and risks evaluated in order to promote community safety.
- To work with multi-agency partners to support the delivery of co-ordinated services for clients where appropriate.
- To work with the third sector and signpost to other agencies as necessary to improve the health and wellbeing of clients referred to the service.
- Proactively recognise the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies.
- To provide crisis/safeguarding intervention support. This will include responding to problems, which pose an immediate risk.
- Support clients to build their emotional resilience and crisis planning tools, promoting self-management through building an understanding of their own triggers/coping strategies.
- To provide advocacy where requested by clients, accompanying them and ensuring their voice is heard when communicating with other agencies.
- To work with HMN staff in other services in order to make onward referrals to other projects.
- Liaise with appropriate HPFT staff to ensure that individuals are assessed for personal budgets to support with any longer term needs.
- Support individuals to develop sustainable local social networks, both through our HMN Wellbeing Centres and other community services and resources.

To assist in the development of the service by:

- Contribute to the service development by working alongside the Services Manager to evaluate service delivery and produce progress and monitoring reports.
- Representing HMN at external meetings, and network locally to develop contacts, services and raise HMN's profile.
- Encouraging a culture of continuous performance improvement at both an individual and service level.
- Building a service that is flexible and adaptable to changing requirements.
- Participating in training and development opportunities as agreed with the Services Manager.
- Overseeing the effectiveness of appropriate care pathways for all patients.
- Undertake good quality supervision and ensure a culture of inclusiveness.

Information, marketing and promotion

- To liaise with marketing to produce a range of marketing materials to promote the Complex Needs Housing service provision.
- To disseminate the marketing materials to a wide range of audiences
- To attend events and external meetings to promote the Complex Needs Housing Service provision.

Monitoring and Evaluation General

- To ensure the funding requirements are met and the impact of the work is recorded, monitored, and evaluated.
- To carry out audits to ensure the data is recorded effectively.
- To ensure outcomes and evaluations are recorded effectively and generate reports as required. This is on a quarterly basis and your sole responsibility.
- To ensure HMN's relevant databases are accurately updated and maintained.

General

- To ensure the funding requirements are met and the impact of the work is recorded, monitored, and evaluated.
- To carry out audits to ensure the data is recorded effectively.
- To ensure outcomes and evaluations are recorded effectively and generate reports as required. This is on a quarterly basis and your sole responsibility.
- To ensure HMN's relevant databases are accurately updated and maintained.
- To ensure compliance with legal, ethical, regulatory and social requirements.
- To manage personal resources and own professional development.
- To ensure all duties are carried out in a manner which promotes equality and diversity.

- To promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.
- Ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons.
- All information must be maintained within the Data Protection Act.
- To be an active and effective team member.
- To travel between HMN wellbeing centres, local district and borough councils, and to travel throughout the county.
- To work some hours outside of normal office hours (including evenings and weekends).
- At all times to carry out every aspect of your duties with due regard to HMN policies and procedures including the Equalities statement.
- To ensure HMN's values are embedded in the service.
- To maintain a professional level of communication at all times.
- To keep clear records and plans of all contacts with service users, professionals and meetings with external agencies.
- Maintain full accountability to the project through supervision.
- Undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.

Person Specification on next page.

Person Specification	Essential/ Desirable
Qualifications	
A professional qualification or equivalent degree related to mental health, health or social care	D
Knowledge and understanding of the health & social care landscape	D
Evidence of continual professional development	E
Knowledge	
Understanding of developing and delivering mental health services within a health and social care setting	E
Demonstrable understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults, Safeguarding Children and the Mental Health Act	E
Understanding of the principles of trauma informed care	E
Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing	E
Experience	
Experience of line management.	E
Experience of project / service management	D
Demonstrates knowledge of producing KPI reports	D
A good understanding of mental health conditions	E
Experience of working with people with mental health conditions	E
Expert by lived experience	D
Evidence of working to deadlines, and achieving outcomes against targets	E
Creative and flexible approach to working with individuals	E
Skills and Abilities	
Excellent communication skills and ability to develop effective working relationships at all levels	E
Ability to work on own initiative whilst retaining teamwork responsibility	E
Ability to work within the principles of equal opportunities and diversity	E
Maintain personal and professional boundaries	E
To maintain confidentiality and adhere to data protection requirements	E
An understanding of partnership working and the ability to work as part of a multi-disciplinary/agency team	E
Ability to deal with stressful and difficult situations in a calm manner	E
Ability to work flexibly, independently and autonomously and prioritise and manage own workload including meeting targets and deadlines	E
Practical	
Excellent IT skills including Word, Outlook, Excel and Teams, with proven ability to input and extract information into online databases.	E
Car driver with sole ownership of a vehicle and a clean driving license and willingness to travel to locations countywide	E
Ability to learn new digital systems quickly	E
Personal Circumstances	
Ability to work unsocial hours to deliver this service	E
Show flexibility in working location due to the requirement to provide services around Hertfordshire	E



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