

Mental Health Improvement Lead

Department: Health and Community Services

Division: Group Managing Director

Reports to: Head of Mental Health

JE Ref: HCS597

Grade: CS13

JE Date: 20/04/2020

Job purpose

Lead, manage and support the Mental Health Team to improve choice and quality of life for adults with mental health issues, through timely interventions and/or review and reassessment that maximise long-term independence and minimise ongoing support.

Lead and drive all operations, assessment and delivery of specialist health and social care interventions within a culture of continuous improvement and safety to ensure professional standards and practice are embedded throughout the team.

Job specific outcomes

1. Deliver services that actively promote the rights, interests, needs and choices of service users, carers and other interest groups in the planning, delivery and review of health and social care services to ensure positive outcomes for service users and their families.
2. Assess and analyse the quality and parity of decisions and ensure consistent quality and targeting of the service to service users and carers to deliver parity of esteem in mental and physical health.
3. Deliver and enhance high quality multi-disciplinary practice in the delivery of service through monitoring, planning and evaluating service objectives, performance standards and indicators to ensure effective service delivery in a person-centred way.
4. Lead the team to ensure that staff operate in a collaborative way that delivers the shared objective of offering the most appropriate support that meets the agreed outcomes to deliver choice, independence and healthy outcomes for service users.
5. Apply technical knowledge and understanding of all relevant legislation and guidance and translate as appropriate into local policy, procedure and guidance in order to enable staff to deliver the service within legal and procedural parameters.
6. Monitor and manage the performance of the team regularly to ensure that performance indicators are met. Work with planning and performance colleagues to ensure that team members record data effectively and on time so that data is up to date and accurate.
7. Lead, influence and support staff to maintain professional standards through supervision, appraisal and regular meetings, including the promotion of continuous professional development to deliver an effective and efficient service to service users and families.

8. Lead the team in promoting and safeguarding the welfare of adults at risk, including positive risk-taking to ensure that safeguarding and other protections are embedded in best practice across the service. Chair safeguarding meetings/conferences as necessary.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Person Specification

Specific to the role

| ATTRIBUTES | ESSENTIAL | DESIRABLE |
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| Qualifications Please state the level of education and professional qualifications and / or specific occupational training required. | Professional Qualification in Social care or Health eg CQSW, Dip SW, Registered Nurse, OT Professional Registration with appropriate body such as HCPC, RCN, NMC Authorised Officer/Approved Mental Health Professional (AMHP) | |
| Knowledge | Extensive knowledge and understanding of relevant legislation, policy and procedures relating to the | Understanding of the specific Jersey context for health and care |

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| <p><i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p> | <p>delivery of service to service users with mental health needs</p> <p>Knowledge of safeguarding procedures and safe practice including positive risk-taking</p> <p>Knowledge of mental health operational services</p> <p>Knowledge and understanding of performance management systems</p> <p>Risk assessment and management knowledge</p> <p>Understanding of Care Regulations</p> <p>Knowledge and understanding of integrated health and social care services and service developments</p> <p>Knowledge and understanding of the role of the Competency Framework for mental health professionals</p> | |
| <p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p> | <p>Use of keyboard and appropriate record systems including email.</p> <p>Ability to write reports/business cases</p> <p>Knowledge of budget and financial planning</p> <p>Good understanding of the social care and mental health frameworks</p> | |
| <p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p> | <p>Ability to communicate effectively in writing, orally and verbally</p> <p>Ability to maintain appropriate records in accordance with legislative requirements</p> <p>Ability to contribute to service and team planning and development</p> | |

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| | <p>Ability to manage change and positively support staff through change processes</p> <p>Able to manage budgets as required</p> <p>Able to work in partnership with internal and external stakeholders.</p> <p>Be able to work autonomously and make decisions when necessary.</p> <p>Have a strategic focus on delivering excellent customer services.</p> | |
| <p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p> | <p>Experience of leading or supervising staff in a multi-disciplinary setting</p> <p>Experience of working with service users with Mental Health needs.</p> <p>Experience of supervising staff.</p> <p>Experience of developing services and delivering service improvement in a health / care environment</p> <p>Experience of working closely with service user and/or carers to develop services</p> <p>Experience of project or programme management</p> <p>Experience of working under pressure and delivering to tight deadlines.</p> <p>Experience of managing and delivering complex service delivery change initiatives</p> | |

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.

Additional job information (for job evaluation only)