

JOB DESCRIPTION

Title of Post:	Deputy Manager, Assertive & Contact Engagement (ACE) Service
Directorate:	West London and West of England
Location:	Bristol
Responsible to:	Service Manager
Responsible for:	Engagement Workers
Date:	November 2016

The Assertive Contact & Engagement (ACE) Service works with people with mental health needs who have chaotic lifestyles and who are not actively engaged with other mental health services. Due to their history, experience and life circumstances, these people experience difficulties in engaging with most mainstream services including mental health services. The aim of the service is to improve the psychological wellbeing of this group of people. The service ensures they are fully supported to access and engage with the services they need to enable and empower them to work towards their own recovery, as defined by the individual.

The service has the following objectives:

- a. To reduce fear and mistrust of services.
- b. To support people who are not engaged with any mental health service and to help them to access the required mainstream services, including registering with a GP.
- c. To work closely with and liaise with Bristol Mental Health to ensure that individuals receive a seamless service as they move within the system.
- d. To increase mental health input, training and support for other organisations working with people with mental health problems to improve their interventions and understanding of how to best deliver services to this service user group.
- e. To increase engagement, motivation and improve wellbeing by delivering a range of interventions directly and in partnership with other specialist organizations.
- f. To reduce inappropriate hospital admission/access to crisis services through early intervention and early detection.

Service description

The Assertive Contact & Engagement (ACE) Service provides the following three elements:

- a. Engagement and low level psychological interventions to people living with complex and chaotic lives.
- b. Case management to a number of people with mental health problems who remain unable to engage with mainstream mental health services.
- c. Capacity building support for organisations that regularly work with people with complex lives, offering on-going support and specialist advice around dealing with people with mental health needs.

PURPOSE OF YOUR JOB

- With the Service Manager and the other Deputy Managers, you will lead a team to engage clients with complex needs who historically have not engaged in Mental Health Services, with the aim of enabling clients to progress into mainstream mental health provision by ensuring robust referral pathways are in place.
- With the Service Manager and the other Deputy Managers, to manage a range of a complex tasks; finance, staffing, rotas and HR, premises and locality management, H&S, client involvement, welfare of the clients and information management across the three hubs and flexible satellites.
- This role encompasses essential liaison and networking within St Mungo's and with external agencies across Bristol and within Bristol Mental Health to maximize the reach and effectiveness of the service.
- With the manager, managing a devolved team or engagement workers across Bristol across multiple sites.
- With the manager and clinical lead being responsible for managing a budget of approx. £1,100,000.
- Working flexibly across the week when needed, including early mornings, late evenings and weekends.
- Take the lead with delivery of services to clients, when required.

KEY RESPONSIBILITIES

Developing and delivering a service that is exceptional in a complex environment. That is creative, professional, holistic and gets results.

Service and Staff Management

- Understanding and ensuring staff understanding and compliance with
 - Personalisation, Recovery and psychologically informed practice (PIE) methodology
 - Governance and reporting structure of the ACE service
 - Relevant legislation, in particular in the areas of mental health, housing, homelessness, rough sleeping, health and social care and immigration.
- With other managers develop and deliver a staffing structure and supervise and performance management system (in line with St Mungo's Policies and Procedures) to meet the needs of clients engaged with this service.
 - Set, and measure against, service performance standards and individual staff objectives.
 - Ensure that all staff participates in supervisions, annual appraisal, training, reflective practice and ensure these are effective in improving performance.
- Ensuring that the fabric of the buildings and the physical environment of all hubs are maintained to a high standard. Ensuring that Health and Safety legislation is adhered to.
- Liaising with colleagues internally in order to achieve the best quality of service for clients, including senior management, internal departments, Compass Centre Management and Assertive Engagement Staff.
- Maintaining prompt and efficient administrative systems.

Service Delivery

- Ensure the delivery of effective client engagement and Bristol Mental Health Programmes Case management system and guiding principles. Ensuring clients are effectively assessed and person centered recovery plans developed and delivered.
 - Engagement with clients are driven by clients in multiple locations across the day and night.
 - Support plans and safety plans are developed with clients, are multi-agency and reviewed regularly.
 - Regular reviews - client reviews and contract management
 - Case notes and case management documents are of high quality and the electronic case management systems are used comprehensively.
- Ensuring effective pathways are in place to enable progression into mainstream Mental Health Services across Bristol Mental Health, working closely with all other services managers across Bristol Mental Health.
- Ensuring that the clients' rights to privacy, dignity and self-determination are promoted, and that their rights as citizens are upheld.
- Challenging and support staff and clients to challenge poor performance, inconsistent processes, discriminatory practice both internally and externally.

Multi-agency work

- To build and support staff to build social care, housing, work and health networks/resources across Bristol and the UK that deliver joint recovery plans and maximize opportunities and outcomes for our clients.
- Ensuring excellent communication across the whole service by holding team meetings, information sharing with senior management, partners and commissioners and by holding briefings as necessary.
- Appropriately representing (and supporting staff to represent) the organisation at external meetings, conferences and other multi-agency or public forums and briefing staff and senior managers as necessary.

Governance

- With other managers ensure St Mungo's performance management systems including Key Success Indicators and Service Monthly Monitoring reports are monitored and used effectively to ensure continuous improvement.
- Operate a Quality system, supported by the SM Business Excellence team. Including comprehensive Safeguarding of Vulnerable Adults and Children procedure, Complaints procedure, Serious incident reporting and risk management (in line with Bristol Mental health)
- With the data and governance worker, ensure cross-system data recording tools are used effectively and accurately – e.g. Rio and are monitored regularly. Ensure information is stored and used in line with relevant information sharing protocols and data protection legislation (Information Governance)
- Maintaining a comprehensive method of reporting, monitoring and reviewing incidents, trends and needs within the project

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Have a driving licence and/or the ability to travel within the Avon area

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

Experience

1. Demonstrable experience of managing or delivering a high profile social care/health/housing programme.
2. Demonstrable experience of taking a lead in developing social care, housing or health services
3. Demonstrable experience of motivating complex and diverse client groups to sustaining housing, health and or work outcomes

Skills, Abilities & Knowledge

4. An ability to lead and performance manage a devolved team to deliver to challenging service targets, performance standards and staff objectives.
5. An ability to supervise and motivate a staff team and to support and coach skilled practitioners and volunteers to engage effectively with clients.
6. An understanding of how to build can-do teams who deliver outstanding outcomes.
7. Ability to network, build enabling relationships and work effectively in a multi-agency context.
8. An ability to communicate effectively (as a manager) and to an excellent standard both verbally and in writing. To be IT literate and use databases and the internet/email effectively.
9. A detailed understanding of the support needs of vulnerable adults in particular those with complex health/mental health histories.
10. An understanding of the services and legislative environment regarding, mental health, housing and health, work and immigration as it relates to vulnerable adults.

11. A person-centred recovery focused approach and the necessary social skills to initiate and maintain constructive and appropriate relations with clients and agencies in a detached street and community environment.

12. Have a valid and clean driving license.

The following are required of all roles with St Mungo’s. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo’s work and client group.
- An understanding of and commitment to diversity & equality
- Willingness and ability to work outside of normal office hours to meet the needs of the service (time off in lieu will be granted)
- Willingness to work flexibly in response to changing organisational requirements

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<input type="checkbox"/> Is client and customer focused <input type="checkbox"/> Is open to new ideas, improvement and change <input type="checkbox"/> Handles situations and problems with innovation and creativity <input type="checkbox"/> Shows commercial and financial awareness
Interacting and Influencing	<input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership <input type="checkbox"/> Shows self-awareness <input type="checkbox"/> Works well with other people <input type="checkbox"/> Collaborates and networks effectively internally and externally <input type="checkbox"/> Shows sound communication and influencing skills
Understanding and Doing	<input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements <input type="checkbox"/> Able to think strategically <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role <input type="checkbox"/> Has good writing skills at the level required for the job <input type="checkbox"/> Plans, organises and manages time well <input type="checkbox"/> Demonstrates compliance and accountability

Involving and Including	<ul style="list-style-type: none"> <input type="checkbox"/> Builds client/stakeholder involvement into all activities <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<ul style="list-style-type: none"> <input type="checkbox"/> Builds a high performing team <input type="checkbox"/> Provides staff with clear direction and support <input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team <input type="checkbox"/> Manages the operational aspects of their function efficiently <input type="checkbox"/> Implements plans, strategies and services effectively <input type="checkbox"/> Actively contributes to service growth