

Recruitment Info Pack

Peer Support and Social Prescribing Team Leader

Welcome to York Mind!

Thank you so much for your interest in working with us.

In this pack you should find all the information you need to find out what we're about

This includes:

More about us, what we believe in and our values

Our application process

The job description and person specification

What we expect from our staff

What you can expect from us

Our Organisation

York Mind is a vibrant and compassionate organisation who work to promote recovery from mental ill-health, improved emotional well-being and independent living. We offer a range of both face to face and digital services from 1:1 support, social activities, advocacy right through to training and services to improve workplace wellbeing.

Our team really care about making a difference and come together to make a change for people's mental health. Last year we helped over 4500 people who are living with mental health problems.

We Believe

- Mental health is important and a part of each of us
- All people have a right to thrive
- Access to mental health support should be there for everyone
- Asking for help is brave, and lived experience matters
- Stigma around mental health is wrong and must be challenged

- Our work makes a positive difference and we are here to stay

Our Values

Being Brave - Finding the courage and compassion to connect with, and walk alongside others, providing encouragement through rough times towards better days.

Standing Up - Dedicating ourselves to advancing mental health appreciation, and championing the conditions that enable people to do and be well.

Developing Together - listening to, learning from and helping one another we grow stronger together, becoming better able to serve our communities.

Actively Seeking - Realistic about the scale of the challenge, to achieve equity of standing for mental health and wellbeing. We hold on to hope, that through our work, things can and will improve

Being Pragmatic - Making decisions based on what's possible and works for the individual. We are down to earth and communicate clearly with kindness

What people say about us:

"The counselling was wonderful and so beneficial. My counsellor was lovely; I formed a good relationship with her and this enabled me to think about different ways of doing things. The support helped me to stop feeling like I was drowning."

"Before mentoring I was not able to see the positives in life, now I am able to and it has made me happier."

"We always feel the advocates are very much focused on the person's needs in a professional and supportive manner."

"The staff at Mind are the nicest people, so helpful and so supportive that I couldn't wish for nicer people to speak with. Thanks to you all for what you do."

"It has been a pleasure to know [my peer supporter]. She has been an absolute star with me. Amazing to know her. So much progress [has been made]."

A note from our CEO



Thank you for your interest in York Mind. Applying for a job can be a big step for a whole range of reasons and we want to try and make York Mind a potential work option for as wide a range of people as possible. A diverse staff team helps us live our values, stay creative and gives us new perspectives.

We have included as much information as possible in our pack. If you are interested in a vacancy but are unsure if you should apply, then I strongly recommend you give us a ring. It is equally important that you find out about us as well as York Mind finding about the skills, experience and knowledge you can bring

About the role

The Peer Support and Social Prescribing Team Leader sits within the peer support and social prescribing service, which forms a part of the wider adult services at York Mind. The service works within York Community Mental Health Hubs, which are part of the Transforming Our City project which includes partners from the local authority, NHS and other voluntary sector organisations. As a Team Leader, you would be responsible for supporting the Peer Support and Social Prescribing Manager with day-to-day operational activities, gathering data and feedback for our reporting systems and supporting peer supporters and social prescribers to deliver high quality support to those who use the mental health hubs. It is important that you understand you will be working with people who may have serious mental illness. You will work as part of the multidisciplinary Hubs team to develop this new model for neighbourhood mental health support.

We are currently recruiting for day time Team Leaders and will recruit for night time Team Leaders as the service develops.

Please refer to the Community Mental Health Neighbourhood Centre cover letter at the end of this pack for more information about Connecting Our City and the 24/7 Hub.

Job Description

Job Title:	Peer Support and Social Prescribing Team Leader (Day Time)
Hours	35 hours per week (to include some evening and weekend working) (We are open to enquiries from people who wish to work less than 35 hours a week, with a minimum of 21 hours)
Salary:	£28,500 pro/rata
Responsible to:	Service Manager (Peer Support and Social Prescribing)
Responsible for:	Peer Supporters and Social Prescribers
Office Based/Hybrid Working	You will work across 3 neighbourhood mental health hubs at Acomb Garth Community Care Centre, 30 Clarence Street and a location to be confirmed in the Tang Hall/ Burnholme area. You will also regularly visit Foss Park Hospital and work across the community.
Aim of the post:	Work within the Community MH Hub; be part of the multi- disciplinary team, line manage peer supporters and social prescribers; provide adhoc client support as required; contribute to the development of the community mental health hubs; contribute to the development of peer support and social prescribing services at York Mind, supporting the service manager with data collection and feedback for reporting.
<p>1) To work within the Community MH Hub and be part of the multidisciplinary team.</p> <p>2) To provide effective line management to peer supporters and social prescribers, as part of a matrix management structure.</p> <p>3) To offer client facing work as required</p>	

4) To proactively support the day-to-day coordination of the peer support and social prescribing service alongside the Peer Support and Social Prescribing Manager, working in accordance with processes and procedures.

5) Maintain accurate case notes and play an active role in gathering feedback and data to support reporting requirements of the service.

Main duties:

1) To support the development of the Community MH Hub

- Work as part of the core hubs team.
- Contribute to Hub team meetings and huddles
- Ensure that social prescribing and peer support is represented at meetings internally and externally
- To ensure that information is appropriately and effectively fed between the delivery team and management teams
- Act as a point of contact for peer support in the Hub alongside the Peer Support and Social Prescribing Manager.

2) To provide effective line management of peer supporters and social prescribers, as part of a matrix management structure

- Support the Peer Support and Social Prescribing Manager to recruit, induct and train social prescribers and peer supporters.
- To work with the Peer Support and Social Prescribing Manager to ensure social prescribers and peer supporters are trained and compliant with organisational and service specific policies, procedures and safeguarding obligations.
- To provide line management and supervision of social prescribers and peer supporters in line with York Mind policies and procedures and the wider Hub matrix management structure.
- Ensure that the Peer Support and Social Prescribing Manager is kept up to date with the day-to-day Peer support being offered and escalate any potential safeguarding issues or other concerns.
- Match clients with peer supporters based on mutual interests, experiences etc.
- Maintain strong professional boundaries with staff.

3) To support the coordination of the peer support and social prescribing service

- Act as a point of contact for peer supporters and clients in the absence of the service manager.
- Manage referrals and matching for the peer support service

- To use information gathered at assessment to effectively match clients with peer supporters /social prescribers
- Ensure safe lone working practices, including the use of FLOCK
- Meet with the service manager and Hub manager regularly to provide feedback on the service from a peer supporter/ social prescribing point of view.
- Play an active role in gathering feedback and data to support reporting requirements of the service.
- Support and encourage peer supporters to capture any required data and outcomes.
- Assist the service managers to maintain the 24 hour rota to ensure adequate peer support and social prescribing cover
- Ensure all data is stored in line with organisation and partnership policies.

4) To offer client facing work as required (e.g. complex cases, staff absence etc)

- Maintain strong professional boundaries when working with clients
- Provide reactive wellbeing support to clients as required e.g. distressed open access client
- Keep accurate case notes and gather appropriate feedback at intervals for the service.

5) Work within York Mind values

- Ensure a commitment to quality, working within York Mind’s policies and procedures.
- Actively engaging within supervision.
- Contribute to the wider development of York Mind.
- Be a champion for mental health.
- Working collaboratively across other York Mind services to help achieve the strategic vision of the organisation.

The post holder will carry out any other duties, which are within the scope, spirit and purpose of the job as requested by the line manager.

If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

Essential qualifications:

Person Specification

Don't just tell us how you meet the specification – show us! Feel free to tell us about projects you've worked on, awards you've won, training you've undertaken, developments you contributed to. Feel free to add photos and videos.

Knowledge, Skills and Experience	Where this will be evidenced Application (A), Interview (I), Exercise (E)
Significant experience (ideally up to two years) of managing staff within a frontline setting	A/I
Experience of managing the whole staff life cycle including recruitment, sickness monitoring, capability, supervision and appraisal, reasonable adjustments and ad hoc ongoing staff support within a busy environment	A/I
Experience of managing own wellbeing and maintaining resilience while working in a complex environment	A/I
Awareness of lived experience of mental health issues, own or others	A/I
Significant experience (ideally 2 years) of working with individuals experiencing mental ill health and complex needs within a clinical or community setting	A/I
An understanding of peer support and social prescribing as recovery models and how it can aid individuals.	A/I
Experience of decision making around safeguarding and an understanding of relevant processes and legislation	A/I
Experience and understanding of confidentiality and data protection and how that impacts on client work and relationships	A/I
Experience of working as part of a multidisciplinary team, sharing information, partnership working and sharing good practice, with a willingness to learn and develop for both self and wider service/ team development.	A/I

Knowledge of mental health services and available support systems for clients in the community and ability to build resources and relationships across the system	A/I
Experience of developing and maintaining effective and credible professional relationships with staff and clients	A/I
Experience of managing and maintaining clear boundaries with staff, volunteers and clients	A/I
Practical Skills	
Able/willing to develop own and staff practice; able to reflect upon practice to identify areas for improvement and seek help with these where necessary	A/I
Experience of being able to juggle a busy workload with competing and changing priorities, and managing change within a team	A/I
Significant experience of assessing and managing immediate individual and service risk and confidence in de-escalating and managing situations	A/I
Experience of using IT platforms, including Microsoft Outlook, Word, client management systems, online video conferencing platforms, and messaging apps	A/I
Values and Attitudes	
A commitment to the York Mind values and Hub principles.	A/I
A commitment to work with the widest range of communities possible to make sure our organisation is representative and inclusive	A/I

* Experience – you should be able to draw on four or five different examples you could use to describe your experience*

*Significant experience – you should be able to comfortably draw on a range of experiences from a few different situations learnt over a period.

Our application process

We prefer to have a conversation with you about the role before you apply.

We know application forms take ages to fill in, and you may also be worried that your skills and experience might not be a good fit.

We absolutely want to make our roles as accessible as we can to the widest range of applicants, so these conversations give you the opportunity to ask questions, check your skills and experience against the role, and find out more about the application process.

The partnership responsible for the running of the Mental Health Hubs, including York Mind staff, will be holding a recruitment information event at the following time:

Wednesday 26th March, 12 – 1pm, MS Teams (Please contact Abigail.darton@yorkmind for the link)

Alternatively, you can book a phone conversation in with us before you apply, and we will talk you through the role, how your skills and experience might fit our job description and person specification and talk you through how to complete the application form. **Please contact the Service Manager (Peer Support and Social Prescribing) jamie.edwards@yorkmind.org.uk**

You don't have to contact us if you'd prefer not to, but we recommend it. That way you know if what you can offer us is a good fit for the role, and you know what we will be looking for when we shortlist our applications.

Once you've submitted your application form, we will compare your application to what we're looking for with our person specification, and if they're a good fit we'll contact you for an interview

How to Apply Please: submit your application form to vacancies@yorkmind.org.uk before the application deadline.

Closing Date for applications: 9am 9th April

Interview date: 17th April

What we expect from our people

Our clients and colleagues are really important to us. We want York Mind to be a great place to work and to receive services from, so we have some expectations of our staff, which we have pulled from our values.

You will:

Put our clients at the heart of your work: Our clients are always front and centre of the decisions we make, and all the work we do is to enhance their lives, progress mental health awareness and reduce stigma. As part of the York Mind team we will expect you to put clients at the centre of your work.

Be empathetic and compassionate : You feel able to walk alongside someone else and appreciate what they are going through, even if this is different to your own experience. You do this with compassion and kindness

Value difference: Whether this is a protected characteristic or a different point of view, you will embrace diversity and value the differences and contributions we all bring

Champion Equity: Whenever you are representing York Mind, we expect you to be championing equity in mental health services, and equity across all communities for good quality mental health services

Be non-judgemental – Mental health and wellbeing can be sensitive and challenging subjects. Everyone experiences mental health differently and we all bring a non judgemental approach to our work. You may also need to challenge others stigmatising views in a gentle and non judgemental way.

Be open and transparent – You're honest with our clients about what help we can give, and open about our expectations of them. You give your views generously and equally listen to others.

Be prepared to muck in! - We're a team and sometimes the unexpected happens. We expect all of our people to support each other and this might mean you end up doing something you didn't expect to do, within reason!

What our staff can expect from working with us

We're a friendly bunch, who are passionate about improving mental health for everyone. So you'll be joining a bunch of likeminded people working together for a common cause. Whether it's tea and cake in our big meeting room, or a quick catch up on Teams you can be assured of joining a welcoming organisation with wellbeing in mind.

We offer a range of benefits:

- **Hybrid working** - Most of our roles offer hybrid working arrangements, with the exception of a few fully office based roles. There is a usual expectation of some office based work in our hybrid roles but this is usually between 1-2 days week. Please check your role requirements at interview. If you prefer to be fully office based, you also have this option
- **Flexible Working Arrangements** When home working staff have the opportunity to flex their hours between 6am and 9pm to balance their work, life and wellbeing. We also try to accommodate flexible working hours on office days, where possible.
- **Staff Support** – We offer an employee assistance programme to support staff, as well as monthly peer support sessions. We also have a staff support group who are involved in improving staff wellbeing
- **Annual leave** 25 days annual leave (excl. bank holidays). On completing 2 years continuous service at York Mind, full time employees are entitled to an additional 1 day annual leave per year up to a maximum of 30 days. All leave is pro-rated for part time employees. We also offer additional compassionate and special leave.
- **Generous pension contribution** – York Mind pay 6% employer pension contribution
- **Professional Body membership fees**- Where this is an essential part of your role, you can claim these back
- **Working in an values based organisation** – We are constantly trying to evolve and find ways to live our values. This means sometimes we will all get it wrong, and we will all learn together

24/7 Community Mental Health Neighbourhood Centre

Welcome to the 24/7 Community Mental Health Neighbourhood Centre

We are embarking on an exciting journey to test and develop a pioneering 24/7 Community Mental Health Neighbourhood Centre in the West of the City of York. This initiative, funded by NHS England for a two-year pilot, is driven by a longstanding ambition to transform mental health services in York. It builds on the collaborative efforts of the Mental Health Partnership and insights from stakeholder events, which have highlighted the need for a person-centred, transformative approach to improve outcomes for people with mental health needs.

We are seeking exceptional individuals to join our dynamic, multi-agency team to drive this transformative process forward. Successful candidates will contribute to shaping and integrating services within the centre, ensuring it becomes a cornerstone of accessible, person-centred mental health support for the community.

About the 24/7 Community Mental Health Neighbourhood Centre

The centre is designed to be an open and accessible space for anyone seeking mental health support, operating 24/7 with an open-door policy. Initially opening on a phased approach. Its overarching principles are rooted in co-production, emphasising collaboration between the team and the community. This innovative model aims to:

- Provide care and support in welcoming space, bridging the gap between being well and unwell, without the need for referrals or strict criteria.
- Harness the existing assets and resources in York, ensuring services work collaboratively, are accessible, and communicate effectively with one another.
- Foster a culture where individuals are seen and valued for all that they are, championing and growing this shift in mindset.

Our Vision: Connecting Our City

The principles of the “Connecting Our City” centre are:

- **Recognising People as Experts:** Valuing lived experiences and empowering individuals to take an active role in shaping their care.
- **Building on Strengths:** Focusing on individuals’ existing capabilities and supporting their growth.
- **Encouraging Peer Support:** Facilitating networks that allow people to support one another.

- **Fostering Trust and Respect:** Building relationships based on mutual respect, trust, and shared responsibility.
- **Flattening Hierarchies:** Blurring distinctions between practitioners and individuals access support to promote equality and collaboration.

Who We Are

The team will consist of members from **Tees, Esk and Wear Valley NHS Trust, City of York Council, York Mind, York Carers Centre, and Volunteers**. Together, we will create a supportive, integrated environment where people can access a wide range of mental health services and support.

What We Are Looking For

We are searching for individuals who are:

- Passionate about improving mental health outcomes.
- Flexible, adaptable, and eager to learn and grow within a dynamic environment.
- Committed to working collaboratively in a multi-agency team.
- Dedicated to embodying the principles of co-production and person-centred care.
- Willing to work through challenges that arise from implementing new systems.

An Opportunity to Drive Change

This is an opportunity to be part of a transformative process of change. As we establish and grow the 24/7 Community Mental Health Neighbourhood Centre, we are committed to learning, evolving, and adapting to meet the needs of our community. We invite you to join us in shaping the future of mental health support in York.

Thank you for considering a role within the 24/7 Community Mental Health Neighbourhood Centre. Together, we can make a meaningful difference to the lives of people in our communities.