

Job Profile: Service Lead – Mental Health

This supplementary information for Service Lead is for guidance for Job Level 5 Zone 1

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

This is a one year fixed term contract.

Role Purpose:

- The post holder will provide practice leadership across Camden and Islington foundation trust in order to develop mental health social care practice based on the three conversations way of working (help people by focusing on their strengths and assets when working with them around their care and support needs). This is a strategic priority of Camden adult social care and the wider council. It is also a priority for Camden and Islington foundation trust.
- The post holder will lead on the implementation of three conversation practice in Camden and Islington foundation trust. They will need to align the three conversations to the recovery model.
- The post holder will ensure social care services are delivered in line with the strategic priorities of adult social care, the wider Council and Camden and Islington foundation trust to ensure that the needs and desired outcomes of Camden citizens are met.
- The post holder will lead the three conversations implementation across a number of mental health teams and work collectively with other service managers, team managers, senior managers and the three conversations project manager to develop social care practice that effectively and efficiently delivers high quality personal outcomes for Camden citizens.
- The post holder will work in a complex environment where there are competing priorities to manage e.g. across Camden adult social care and across Camden and Islington foundation trust and a wide range of stakeholders.
- The post holder will provide expert advice and monitoring of No Recourse to Public funds cases in Camden and Islington foundation trust.
- The post holder will co-ordinate the mental health funding panel.

Example outcomes or objectives that this role will deliver:

- Through strong leadership, to ensure roll out of the three conversations across Camden and Islington foundation trust.
- Understand how ASC operates as a system, in particular the three conversations, and develop effective working relationships and integration of mental health teams to this way of working.
- Take a proactive approach to working in a changing environment, addressing delays, highlighting areas for improvement and applying a systems approach to solving problems that arise.

- Be alert to system conditions that create waste and develop effective working relationships with senior managers to help remove them.
- Promote positive risk taking to maximize independence.
- Embed and share innovative solutions to care and support needs and work with complex family/health issues, ensuring that the delivery of care and support is reviewed and service improvements are implemented.
- Ensure that measures derived from what matters to the person are used in such a way as to improve knowledge, prediction of capability and decision-making to help ensure a high quality financially efficient service
- Deliver savings via effective oversight and progression of No Recourse to Public Funds cases.
- With other service managers develop a “whole service’ approach to the work, taking responsibility to establish excellent working relationships with other agencies and partners.
- Ensure that the funding panel operates effectively.

People Management Responsibilities:

- This post reports to the Camden head of mental health social w
- Promote and embed a culture of continuous learning and collaborative working with colleagues, team leaders and other (internal and external) partners within the service via regular review of practice, active promotion of choice & control for all Camden citizens within an appropriate risk management framework.

Relationships;

There is an extensive range of regular contacts that the post holder will need to influence and negotiate with, which includes:

- Senior managers in ASC and Camden and Islington foundation trust
- Health colleagues
- Public Health / CCG / Mental Health
- Citizens, carers and other members of the public
- Community/Interest groups
- All appropriate statutory and independent agencies
- Other Council departments

Work Environment:

The job is primarily office based but requires flexibility around working hours and being able to provide support out of office hours to deal with complex and high risk problems or issues. The post holder will be required to work evening and weekends from time to time.

Technical Knowledge and Experience:

- Qualified social worker
- Demonstrable experience of collecting and using evidence to make decisions based on what matters to people
- Leadership/ influencing people/teams/systems
- Evidence of high level of organisational skills
- Understanding and experience in relation to strengths based working, in particular the three conversations way of working
- A comprehensive understanding of relevant health and social care legislation and policies and procedures and ability to apply it in practice
- Extensive knowledge of adult social care resources required to deliver effective care and support to people and their carers
- Knowledge and experience in relation to the practice area of No Recourse to Public Funds
- Knowledge and experience of working to of the Care Act criteria for formal care and support services

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team

- Take pride in getting it right
- Find better ways
- Take personal responsibility

Chart Structure

Director of Adult Social Care/chief operating officer, Camden and Islington foundation trust

Camden head of mental health social work

Practice lead for Three Conversations in Mental health

