**JOB DESCRIPTION**

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| **Job title** | Social Work Practice Lead | |
| **Sector/function** | Mental Health | |
| **Department** | Operations | |
| **Reports to** |  | |
| **Grade** |  | |
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| **Job purpose** | The Greater Manchester Move-on Project (GMMoP) is a unique and innovative new service, commissioned as an initial 1-year pilot to enhance the lives of people with complex needs living in Manchester.  In the role of Social Work Practice Lead, you will be responsible for the leadership and development of the GMMoP service. Working with and managing a team of skilled multi-agency professionals, you will lead and oversee the delivery of timebound interventions to a range of supported accommodation providers, enabling them to work more effectively with citizens with complex needs who may be at risk of placement breakdown or to support them in the next stage of their recovery journey to move on to more independent living environments.  The Social Work Practice Lead will be crucial to the success of the GMMoP service, both in its day to day running as well as in the realisation of the strategic vision of both Turning Point and our commissioning partners. | |
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| **Key accountabilities** | Service Management | * To oversee the day to day running of the GMMoP service, fulfilling all general administrative requirements associated with service management * To oversee the development and sign-off of support / move-on plans, co-ordinating the specialist input of GMMoP team members * Maintaining oversight of ‘open’ cases, including progress and supporting problem solving. You may be required to oversee a specific caseload of individuals based on their individual needs. * Scheduling tasks as part of each intervention, including training, appointments with the citizen, follow-up contact, evaluation sessions * Representing the GMMoP as a central point of contact for all key stakeholders including providers, external professionals and commissioners * Ensuring adherence to process at all stages of the GMMoP pathway |
| Referrals | * Taking a lead role in the referrals management process, including design and delivery * Carrying out initial phone-based assessments and screenings of referrals * Co-ordinating in-depth on-site assessments and assigning an assessment lead * Facilitating MDT panels to discuss assessment findings and triage referrals |
| Service and Partnership Development | * Leading on the ongoing development and improvement of the GMMoP service, making suggestions and recommendations for change * Making recommendations for wider systemic change, as part of a review of local pathways and / or external provider services * Developing and coordinating professional links with other statutory and voluntary service providers * To work with the wider team to develop structures for multi-agency working with internal GMMoP colleagues, participating and leading on casework management sessions, multi-agency reviews, assessment and support planning sessions |
| People Management | * To line manage the GMMoP’s Team * To develop and deliver training to team as and when required alongside Learning and Development Team * To support wider team to engage with wider partners with regards to learning interventions * Liaising with the clinical team to develop and manage the competency of team members. |
| Casework Management | * Maintaining oversight of and allocating caseloads * Assigning navigators to individuals referred * Facilitating regular casework management sessions with the GMMoP team to discuss progress, problem solving and case closures * Using input from GMMoP professionals, and the wider Turning Point team where needed, to formulate bespoke interventions for individuals |
| Health and Safety | * Ensuring a safe working environment for self, and where appropriate, the team * Complying with all H&S policies and procedures including Serious Untoward Incidents and Accident reporting * Work with navigators and other colleagues to ensure risk assessment and risk management for individuals referred to support them, their assigned navigator and external colleagues to remain safe and well * Work proactively to safeguard vulnerable adults and children |
|  | Quality and evaluation | * To lead on the gathering, recording and analysis of all KPI and outcomes data * To lead on all internal and external reporting in line with the requirements of Turning Point and our commissioning partners * To take a leading role in the overall evaluation of the pilot, working in partnership with any external agencies as appropriate. * To carry out audit, policy, service development and research activities and/or programs. * To drive the collation of information for audits and inspections, including Turning Point’s Internal Quality Assessment Toolkit (IQAT), CQC audits and other audits/inspection as required. * Ensuring records are maintained effectively to the required standard at all times and contributing to service monitoring requirements. * Supporting the team to understand clinical risk and needs assessment and the formation and implementation of management plans. |

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| **Dimensions** | Direct reports | Line management of the GMMoP team, including the clinical team members (but not including clinical supervision) |
| Total staff overseen | None |
| Internal contacts |  |
| External contacts |  |
| Planning outlook |  |
| Problems solved |  |
| Financial authority |  |

**PERSON SPECIFICATION**

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| **Job title** | In-reach Navigator |

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| **Personal effectiveness** | Essential | Desirable |
|  | * An excellent communicator with the ability to engage, motivate and inspire a diverse range of people, including colleagues and people supported * Excellent leadership and people management skills, with the ability to lead and channel the expertise of a range of professionals, including clinical professionals * Excellent organisational skills with the ability to oversee multiple projects at any one time * Able to build relationships with a wide range of stakeholders, from external providers to people supported and commissioners * Observant, detail orientated and able to monitor progress and outcomes and develop relevant reports |  |

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| **Technical effectiveness** | Essential | Desirable |
|  | * Fluent written and spoken English * Good written and oral communication skills * Basic numeracy and literacy skills * Experience of managing your own time * Awareness of the limits of your own skills and ability to work within them * Good IT skills * Able to respect confidentiality even in difficult situations * Able to identify and communicate risks * Ability to work under pressure and meet deadlines |  |

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| **Acquired experience & qualifications** | Essential | Desirable |
|  | * Experience of working within mental health services * Experience of line management * Registered Social Worker with SW England * Ability to use Microsoft office applications to an intermediate standard * Able to communicate clearly and confidently with individuals, providers and other professionals | * Working within CMHT as a Care Coordinator * Experience of working within housing |

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| **Other requirements** | Essential | Desirable |
|  | * A flexible approach to work and the ability to travel to sites across Greater Manchester when needed * Able to maintain professional boundaries * Keeping up to date with legalisation, evidence based best practice Maintaining CPD |  |