



Mental Health Deputy Service Manager Recruitment Pack August 2024

Welcome

Thank you very much for your interest in working with us at MAC-UK. This is an exciting time for our organisation: we are sustaining our existing partnership projects and starting new partnerships, the staff team are co-producing with young people and partners, and we are continuing to push for innovative routes to employment and leadership roles for people with lived experience of the challenges faced by the excluded young people that our projects and partners work with.

Please do get in touch if you'd like any more information about the role, or for support with your application.

I look forward to hearing from you soon,

Naomi Adesanya
HR & Operations Manager

About MAC-UK

MAC-UK's founding vision was, and remains, to radically transform mental health services for excluded young people.

MAC-UK's mission is to better share resources and decision-making with young people most affected by inequality. We will influence and agitate for government, business and civil society to acknowledge and demonstrate bravery in radical new solutions to reconfigure the social, political and economic deal between citizens.

How we achieve this in practice is through the best of youth work and psychology, collaborating with young people every step of the way.

Our Values

We are addressing the systems that perpetuate the health, social and economic inequalities experienced by excluded groups. Our values make this possible:

Value lived experience

Young people are experts in their own lives and their lived experience holds the value and solutions that public services need.

Do with, not to

designing and delivering services together with other agencies and communities to provide support with, rather than to or for, young people and their communities is a better way to achieve outcomes.

Build relationships

relationships transform lives because it allows us to understand each other's worlds, so we are putting relationships back into the science of health and social care.

Job Description

40 Bowling Green Lane, EC1R 0NE E: info@mac-uk.org @macukcharity www.mac-uk.org Registered Charity No. 1126144

Job Title: Mental Health Deputy Service Manager

Contract length: 12 months fixed term contract (with potential to extend)

Hours: 30 hours per week, flexible working supported (job share will be considered)

Salary: MAC7b 37-39, £43,906 - £45,383 FTE (dependent on experience)

Start date: As soon as possible

Location: MAC-UK office, Brent, Havering and Lambeth

You will be a Mental Health Deputy Manager who is passionate about supporting MAC-UK's objective of working collaboratively with young people, innovating services and systems and their approach to mental health, to address health and social inequalities. We aim to support services to be more accessible, flexible and responsive to excluded groups, and to change the systems that lead to and maintain inequality. This role is ideal for someone who is looking to apply their proven management and therapeutic skills alongside the area of social action.

We are very excited to be part of a pilot service, new in England working as part of a consortium of four organisations, alongside Lambeth Council. This will be a residential support service for young people aged 16-24 years at risk of serious youth violence, who are already caught up in the criminal justice system and at high risk of remaining part of the system. You will be working across three London properties alongside a large multi-agency staff team made up of experts by experience/profession in psychology and therapy; youth work; offending; education, training, and employment (ETE) and housing. The service will work creatively and holistically to enable young people to exit environments involving youth violence, identify and reach their goals and aspirations, move on successfully to appropriate independent living, and importantly to sustain this life. Wherever possible staff and young people will co-produce what this service looks like and what activities the young people engage in.

Main responsibilities

- Work with the manager to co-lead a team of staff across the houses, enabling them to bring their range of expertise and experience to their role, and providing regular supervision
- Work alongside young people who live in the accommodation to provide holistic support and connect them with supportive and relevant opportunities
- Have oversight of the day to day work of the project
- Develop and maintain the infrastructure (e.g., reviews, away days, learning spaces) to ensure ongoing learning, reflection and monitoring of the project
- Support the design and delivery of the project to embed MAC-UK principles in new contexts
- Demonstrate the multiple levels at which co-production can meaningfully take place and have an impact on individuals, communities, organisations and service design
- Work in partnership with consortium colleagues, Lambeth services and local agencies to support the wellbeing of young people

Clinical

- Ensure that all staff adhere to relevant MAC-UK or partner agencies procedures and policies (e.g., consent, confidentiality and child protection/safeguarding, data protection and information sharing)
- Ensure appropriate CPD planning and development / growth opportunities for staff
- Maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- Contribute to the development and sharing of best practice in mental health provision across the service, by taking part in regular professional supervision and appraisal and maintaining an active

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engagement with current developments in the field of mental health and related disciplines

Service Development and Quality Assurance

- Contribute to the planning and implementation of service monitoring and evaluation, and quality assurance framework
- Ensure the provision of youth participatory, high quality clinical care, ensuring that young people are involved & employed in the design and delivery of services intended for them
- Support and encourage young people to feedback on their experience of services to a number of appropriate and targeted audiences (internal and external)
- Contribute to the sharing of emerging learning and practice across MAC-UK through attendance at regular learning spaces
- Supporting the ongoing development of a culture and system for collaborative decision making

Other

- From time to time ad hoc requests to support the organisation in keeping with your experience and time availability

1. Personal and professional development

- To attend regular clinical supervision, line management, project and organisational meetings as required
- To attend mandatory training sessions and any other training as identified by professional development plan
- If you are employed in an area of work which requires membership of a professional body in order to practise (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.

2. Additional responsibilities

As a professional person, the post holder will abide by the legal requirements and statutory rules relating to practice, maintaining the confidentiality of children, young people and their families/carers at all times. The post holder will maintain standards of conduct to sustain public confidence, in accordance with the relevant Codes of Professional Conduct and policies, including Terms and Conditions of Employment and records of periodic registration.

3. Confidentiality

All information concerning young people and staff must be treated as strictly confidential at all times.

4. DBS Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

5. Valuing diversity

It is the aim of MAC-UK to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, gender including Non-Binary and Transgender identities, pregnancy, marital/partnership status, race, religion, age, creed, colour, class, ethnic origin, disability, mental and physical health, part time working status maternity/paternity, and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

MAC-UK adheres to the Equalities Act 2010 however we have added to and amended the language in the

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list. We also recognise that this is not an exhaustive list and as a learning organisation this list will grow and evolve and we invite the contributions of staff to this.

6. Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

7. Risk management

All MAC-UK employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

8. Review of this job description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on an annual basis.

Person Specification (Please note: E - essential; D – desirable)

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Education, qualifications and training

Evidence of a qualification or working towards qualifying as a: Youth Worker, Youth and Community Worker, Advice and Guidance Worker, Peer Mentor, Family Practitioner, Social Worker, Creative Arts Therapist, Family Therapist, Clinical/Community Psychologist, Occupational Therapist, Educational Psychologist, Teaching or Educational Professional	D
Evidence of active membership with the following or a similar & appropriately related professional body: HCPC /BPC /UKCP /UKPHR /ACP /BACBP /MHAN /FDAP/NCAC /NMC /GDP /IACP /QTS /PGCE	D
Knowledge and Experience	
At least two years experience of working in settings that directly support people with mental health and wellbeing	E
Experience of consulting, training and influencing others to adapt their practice	E
Experience of directly supporting and working alongside young people with mental health needs either in the statutory or the voluntary sector to improve their outcomes	E
Experience of critically examining ideas around mental health and diagnosis and applying these to practice with young people whose circumstances have been complex and left them at risk	E
Experience of partnership working within multi-agency services, so that services work in an integrated way	E
Ability to build relationships across different levels of a system	E
Understanding of the range of issues (individual to systemic) that may impact on the lives of marginalised young people and the ways in which they might experience social exclusion and discrimination	E
Experience of working with young people from marginalised communities & supporting them with culturally relevant interventions	E
Experience of project management	E
Experience of managing others	E
Knowledge and/or experience of working in residential care or support settings	D
Knowledge and understanding of risk and safeguarding for young people, including some experience of risk assessment and support planning	E
Experience of strategic thinking and oversight of a project	E
Experience of accessing support and/or experience of criminal justice system/police/housing	D
Experience of managing complex risk situations	E
Skills, values and attributes	
Excellent organisational, administrative and IT skills	E

Ability to manage a range of tasks in order to meet agreed priorities and deadlines; ability to monitor, review, evaluate and report progress	E
Excellent communication skills, both written and verbal	E
The desire to accept ownership and accountability, whilst getting things done well and meeting challenging goals; ability to stay calm under stress and to contain others in stressful situations	E
The ability to originate, introduce and be open to, new practices, concepts, ideas and change and to creatively solve problems	E

How to apply

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If you are interested in being part of this innovative service which is aiming to pilot and transform how young people affected by violence are supported then please apply; we would love to hear from you. Please email recruitment@mac-uk.org with a completed application form.

Recruitment Timetable

The deadline for expressions of interest is Friday the 30th August 2024 at 5pm.

Interviews will take place on **Tuesday 10th September 2024.**

Reasonable adjustments

Should you require any reasonable adjustments in order to apply for this role, please feel free to contact us via our details below for support on completing an application.

More information & application support

We are happy to talk about this opportunity with any interested candidates.

For an informal conversation, please contact Naomi by email to recruitment@mac-uk.org, or call 07736613960. Please note Naomi works Tues – Fri, so will get back to you inside of those days.

We kindly request that recruiters do not contact us about this role.

Where we work

We work in Central London and our staff also work in embedded teams around London.

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Accessibility

We are happy to discuss any reasonable adjustments individuals may require during the recruitment process, on commencement, or once in post.



Equal Opportunities

We highly value diversity in our teams - we welcome and support applications from all groups and especially those from underrepresented groups. We strive to provide opportunities for people who face systemic barriers to accessing employment or career development.

Our recruitment process is designed to remove unconscious bias, with a two part application form that means shortlisters are not able to see information that may give an indication of

ethnicity, age, or seeing more than a single story

Shortlisting and recruitment panels will always include a young person to provide the perspective of MAC-UK's service users, and will also be as diverse as possible

CHALLENGING STEREOTYPES
 CO-PRODUCTION
 NOT HAVING ALL THE ANSWERS
 AT

Culture and Behaviours

We strive to make MAC-UK a great place to work: we highly value staff wellbeing and individual fulfilment and development.

At an away day, we asked staff how MAC-UK's values are reflected in day-to-day behaviours and our organisational culture, and what it's like to work here. They said:

Valuing all perspectives and points of view
responsive to feedback
time and space to think
Adaptable Curiosity
Treating people as individuals
Willing to make changes
Feeling part of a team

Safeguarding and Risk

MAC-UK is committed to safeguarding children, young people, adults-at-risk and staff across the organisation. It is EVERYONE's responsibility to protect the welfare of children, young people, adults-at-risk and our colleagues at MAC-UK and to ensure that best practice is followed, including compliance with statutory requirements.



Pre-Employment Checks

MAC-UK will undertake a DBS check at the level appropriate for the role, reference checks, employment verification and will check proof of right to work in the UK for all appointees, as required by law. Please note that a previous conviction will not necessarily count against you in your application, it will depend on the nature of the conviction and of your role.

Benefits

Work-life balance

MAC-UK encourages a good work-life balance for its staff. Some of the ways that we promote this are:

- TOIL (time off in lieu) – staff record extra hours worked so that they can be claimed back as leave
- Flexible working – we are very flexible about working patterns to accommodate medical appointments, childcare, etc, and encourage regular working from home (subject to project/departmental needs)
- Sabbatical policy - staff eligible to apply for an unpaid sabbatical after 2 years service.

Paid Leave

Staff are entitled to 27 days of annual leave (pro-rata) on joining MAC-UK and are awarded an extra day for each year of service, up to a maximum of 30 days

MAC-UK offers enhanced parental leave

MAC-UK has an enhanced compassionate leave policy.



Staff Support

MAC-UK also offers an accessible Employee Assistance Programme providing counselling sessions, financial, medical & legal advice to staff and their families.

Staff training and development

New staff are given a thorough induction, with a suite of sessions tailored to their needs. Training continues throughout employment here, with regular whole-team sessions throughout the year. We also encourage and support the professional development of all our staff in line with their own goals. MAC-UK has a generous CPD budget which all staff can use to pay for their own individual training and development. MAC-UK will fund time off, courses, study materials, mentoring and

secondments and is always open to ideas from staff.

Pay

MAC-UK's salary banding offers staff an annual increase in salary up to the final point of their band.

