



Job Description and Person Description	
Service Manager and Lead Practitioner- St Germain's Wellbeing	
Salary	£22,725.60-£27,664.80 pro rata (£28,407-£34,581 FTE)
Hours	30 hours per week
Based	Onsite with flexible home working available in line with service requirements
Contract Type	Permanent, subject to continued funding
Line Manager	Chief Executive Officer
Responsible for	Service Delivery Team (2 x part time Emotional Wellbeing Practitioners, 6 x volunteers)

About us

St Germain's Wellbeing (SGW) was established in 2020 as a community-based mental health service aiming to equip people to self-manage their mental health issues. Now an independent charity, SGW has become one of the main mental health referral points for GP-based social prescribers throughout Birmingham and North Solihull. Each year we support around a thousand service users using evidence-based interventions, including:

- Short courses of one-to-one CBT-informed support sessions
- Group workshops based around Psychoeducation and Skills Practice
- Weekly drop-in sessions

Our Warwick Edinburgh Mental Wellbeing datasets have consistently shown that more than 80% of service users who complete a course of one-to-one support experience a significant improvement in their mental wellbeing.

This role is responsible for the development and delivery of the service's interventions, along with their monitoring and evaluation. SGW is integrally linked to the wider ministry of St Germain's Church and the work of its Community Hub. The post holder is expected to work collaboratively with these teams to enable this partnership to continue to flourish in service of the church's holistic vision for community transformation. As such, we are looking for someone whose vision and values align with this Christian ethos.

Role Description

Overview of Role

We are seeking an experienced mental health practitioner with the knowledge and skills required to maintain and continue to develop SGW's provision of brief, evidence-based mental health interventions.

As Lead Practitioner the post-holder will deliver structured one-to-one sessions, group workshops and weekly drop-in support. As Service Manager they have overall responsibility for these interventions, including leading our service delivery team.

Key Responsibilities

Lead Practitioner

- Deliver short courses of 4+, 50-minute one-to-one mental health support sessions (face-to-face, video, and telephone), based on a range of CBT-informed and related evidence-based self-help skills and strategies (e.g., behavioural activation, cognitive restructuring, worry management, circumscribed exposure work, somatic quieting/relaxation, sleep hygiene, mindfulness, and related cognitive defusion techniques).
- Stay informed and equipped to offer accurate and timely signposting and onward referrals.
- Deliver and supervise weekly Drop-In sessions, based at St Germain's Community Hub, including supervision of Listening Volunteers.
- Design and deliver Drop-In workshops that provide group interventions for common mental health difficulties, as well as topics specifically requested in coproduction groups.
- Accountable to clinical supervisor (Consultant Psychologist).

Service Management

- Management, delivery and continual development of the mental health support offer, including a model for short courses of structured one-to-one sessions, community-based drop-in support, and group workshops.
- Work closely with the CEO to recruit and manage staff and volunteers, including induction, training, and line management of Emotional Wellbeing Practitioners (EWP), e.g., training EWPs to deliver low intensity, CBT-informed interventions.
- Maintenance and development of effective and benchmarked monitoring and evaluation of service impact, so that outcomes are accurately recorded, and impact demonstrated to funders.
- Recruiting and facilitating service user coproduction groups.
- Internal safeguarding lead, responsible for reviewing safeguarding, suicide, and self-harm risk mitigation policies and procedures.
- Ensure data management systems are effective and compliant with GDPR, including maintenance of CharityLog, the service's cloud-based case management system.

- Build and maintain signposting resource directories and ensure the team stays informed of relevant services/eligibility criteria.
- Establish and maintain relationships with GP-based practitioners and other statutory and VCFSE referral agents.
- Actively promote Equality, Diversity and Inclusion across all aspects of the role to ensure SGW remains a safe and inclusive environment for staff and service users.
- Continuous improvement of the service to provide a safe, inclusive, fast response, open-access service for adults with mental health difficulties, ensuring effectiveness to meet a gap between primary care provision and longer-term/high-intensity secondary services, primarily through the delivery of evidence-based, low-intensity psychological interventions.

General Responsibilities

- Work with the CEO and the Board of Trustees to develop the infrastructure of the service, including reviewing and maintaining policies, ensuring all contact with service users is recorded in an accurate and timely fashion using CharityLog, managing risk (including safeguarding), and collecting data against evaluation measures.
- Promote the service to generate engagement.
- Triage risk and mental health needs of service users to ascertain the level of support required.
- Work with the St Germain's staff team to ensure the service is integrated into St Germain's holistic mission strategy.
- Work with the CEO to maintain strong local partnerships, e.g. with the local Early Help Network, social prescribers, and other referral agents.
- Support and develop volunteers.
- Collaborate with other team members involved in delivering St Germain's Community Hub offer.
- Undertake personal development training as required.

The postholder is required to be in sympathy with the doctrine and practices of the Church of England. As this post involves working directly with vulnerable adults, an Enhanced Disclosure from the Disclosure and Barring Service including a check of barred lists is required.

Person Specification

Dimension	Scope	E	D
Experience and Qualifications	A degree in a relevant subject (e.g. Psychology, Counselling, Health and Social Care) and counselling skills-based qualification (e.g. an introductory certificate) or equivalent employer-provided training in therapeutic skills	✓	
	Psychological Wellbeing Practitioner qualification or qualified counsellor status		✓
	Experience providing CBT-informed, low-intensity interventions in one-to-one and group settings to people with common mental health problems, including anxiety and depression, and who may also have chronic health problems	✓	
	Experience of joint work / multi-agency and partnership working	✓	
	Experience working in a VCFSE setting		✓
	Training in delivering low-intensity CBT interventions		✓
Knowledge	Understanding of CBT and CBT-informed self-help interventions	✓	
	Knowledge of working with diversity including across ethnic communities, age, LGBTQ+, gender, disability and religion	✓	
	Knowledge of outcome measures and their use in monitoring and evaluation of services	✓	
	Knowledge of best practice in risk assessment, safeguarding vulnerable adults and child protection legislation	✓	
	Understanding of and commitment to service user participation	✓	
Skills & Abilities	Ability to undertake assessments (including risk assessments) and gather information about the duration and impact of problems and levels of motivation	✓	
	Strong 'common factor' counselling skills	✓	
	Ability to be self-reflective and use supervision, training and performance review to enhance professional development, skills and knowledge	✓	
	Ability to develop good therapeutic relationships including via telephone and face-to-face work with service users and help people through one-to-one and group interventions	✓	
	High standard of written and verbal communication skills to communicate clearly and effectively with staff, healthcare professionals, service users, carers and relatives	✓	
	Ability to deliver skills-based, psycho-educational groups/workshops	✓	
	Ability to work under pressure and manage own personal stress	✓	
	High IT literacy, including proficiency in Microsoft Office packages, and the ability to use computer-based case management system to record service user contacts	✓	
Other	A commitment to equality, diversity and inclusion in work and in service provision	✓	
	Collaborative and relational approach to working within a small team	✓	

Commitment to St Germain's Wellbeing's Christian ethos and the integration of the service within the church's holistic community provision	✓	
Willingness to work occasional evenings and weekends as required	✓	
Positive and flexible attitude to work	✓	
Ability to plan and prioritise own caseload and time	✓	
Good administrative skills to ensure self-sufficiency	✓	

E = Essential, D=Desirable

Further information

- Our small team is warm and friendly, and we would welcome anyone who would like to pop in for an informal chat about the role. If you would like to arrange this, please contact Lyndsey Sinclair-Fallis at Lyndsey@stgermains.org.uk
- You can also find more about St Germain's Wellbeing at www.stgermainswellbeing.org.uk
- To apply please send a copy of your CV and a cover letter demonstrating how you meet the requirements of the role (listed in the person specification above) to Lyndsey@stgermains.org.uk