



JOB DESCRIPTION

Senior Practitioner

Wandsworth WellFamily Service

Hours: 21 hours per week
Salary: Family Action Grade 3 pt 24 - 28
Reports to: Project Manager
Location: 100 Wandsworth High Street, SW18 4LA
Function: To manage and participate in the delivery of the Wandsworth WellFamily Service

This service aims to:

Support individuals, couples and families to manage their mental health and improve their wellbeing. We aim to help people to identify and develop strategies to reduce anxiety, depression and stress due to life events.

What the service offers:

Clients usually receive up to 6 sessions with a Well-being Coordinator at a nominated GP practice. Referrals into the service are usually made by a GP, Citizen's Advice Wandsworth, a health practitioner or self-referral. Clients will usually be over 16 years of age and be registered with a GP practice within Wandsworth. We also offer signposting and refer into other services according to the presenting needs and priorities of the client. The successful candidates will also be required to cover some surgery slots whilst recruiting a team of student placements and volunteers to carry out service in designated GP surgeries.

PRINCIPAL ACCOUNTABILITIES

Overall

1. To ensure close working with the Service Manager in planning and delivering the WellFamily service.
2. To participate in the multi-agency forums and commissioning meetings in Wandsworth, to ensure the project is operating at its most effective within the network of agencies and as agreed by commissioners.
3. To assist in the recruitment of a team of staff, student placements and volunteers to deliver the project safely and effectively in accordance with agreed outcomes and Family Action policy and procedure.

Direct Work



4. To lead on designated areas of practice, supervise staff, student placements and volunteers, ensuring the delivery of the service is in keeping with agreed aims and targets; prioritising the child's needs through agreed models.
5. Ensure that all contractual obligations are met, that referrals are allocated in line with commissioners' priorities, and that waiting lists are properly managed.
6. Ensure that service user agreed outcomes are established and that progress against these is measured using the agreed evaluation tools.
7. Ensure a high standard of report writing evidencing activity and service user outcomes and satisfaction and that case files are managed and maintained in accordance with Family Action's best practice standards, including regular case audits.

Working in partnership

8. Ensure the service works closely with statutory and voluntary agencies, including Citizen's Advice Wandsworth, social care and CMHT, as part of an integrated approach to meeting the needs of the patient. Where children are involved to ensure that staff or placements compile timely reports feed into inter-agency/multi-disciplinary meetings, including child protection conferences and TAC meetings.
9. Ensure the team make a positive contribution to the working of local multi-agency partnerships and to the development and delivery of multi-agency plans.

Staff supervision

10. Line manage, supervise, support and appraise student placements, volunteers and some team members and identify and address any training and/or development needs.
11. Share knowledge and skill to enhance the professional development of all team members, including the administrator and volunteers.

Awareness Development



12. Take responsibility for your own personal development in conjunction with line manager and the requirement to deliver supportive and therapeutic interventions.
13. Actively take part in Family Action's formal appraisal process and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement.
14. Keep up to date with the latest practice and policy developments in safeguarding children and vulnerable adults, general social work and other relevant specialist areas.
15. Take every opportunity to raise professional and public awareness of the work of Family Action, and the views and needs of service users.

Administration

16. Ensure that the service is well administered and professionally delivered, monitored and reviewed on an ongoing basis making best use of Inform management information system.
17. Ensure that appropriate monitoring reports are provided as and when required to commissioners, senior management and others.

User Participation

18. Actively encourage service user involvement and participation in planning, delivery and evaluation.

Service Development

19. To participate in Family Action's development forums as appropriate in order to share practice and develop Family Actions models.
20. Develop new and innovative efficient ways of working ensuring best practice.
21. Develop and maintain effective mechanisms for existing and potential service users to participate in decisions about the development of the service.

Human Resources

22. In liaison with the Human Resources Department, ensure that the recruitment, selection, induction, supervision, appraisal, development, motivation and performance issues are addressed and carried out appropriately and in accordance with relevant policies and procedures.



23. Hold regular team meetings in order to maintain good communication within the service to share concerns, experience and skills.

Finance

24. In liaison with the manager and Finance Department, monitor and control all expenditure in order to ensure the service operates within budget and offers best value.

Policy, Practice & Procedures

25. In liaison with other services and, where appropriate, commissioners, develop, implement, monitor and review operational policies, procedures, practices and systems for the service, ensuring that all Family Action policies and procedures are fully adhered to.
26. Demonstrate an understanding (appropriate to your role) of, and comply at all times with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults, and with Family Action's data protection policy.
27. Comply with Family Action's Diversity and Equalities policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
28. Comply with Family Action's Health and Safety Policy, and protect your own and others' health, safety and welfare.
29. Show commitment to Family Action's values: people focus, 'can do', excellence and mutual respect.
30. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

PERSON SPECIFICATION

Senior Practitioner

Wandsworth WellFamily Service

1. To have recognised professional qualifications suitable to the role which may include: management, social work, health, education, early years, therapeutic and counselling approaches; appropriate levels of experience and evidence of a commitment to continuing learning and professional development.



Building
stronger
families

2. Experience of leading and delivering therapeutic services, which work successfully to deliver positive outcomes for children and families.
3. A comprehensive, working knowledge of difficulties experienced by people experiencing mental ill health and the existing services in place to manage and support them.
4. Must have an understanding and valuing of different cultural responses to mental health issues and a commitment to working in partnership with and empowering service users.
5. A good understanding of the development needs of children and the challenges of parenting, and the impact of deprivation and marginalisation on communities, families and individuals.
6. Experience of supervising, managing and leading a diverse team of staff, student placements and volunteers working with people mental ill health and in some cases children and young people who have complex needs.
7. A commitment to volunteer participation and user involvement.
8. Experience of service planning and an ability to think strategically at a borough wide level.
9. An in-depth understanding of safeguarding issues and management of risk.
10. Knowledge of health and safety policies and procedures.
11. A commitment to equality of opportunity and the ability to ensure equal opportunity principles apply to service provision and employment.
12. Excellent understanding and experience of evaluating and reviewing service outcomes in order to deliver the most effective service and providing high quality monitoring reports in line with contract specifications.
13. An ability to develop service models to ensure required outcomes of existing funding as well as being able to contribute to securing new funding opportunities.
14. Excellent organisation, communication and presentation skills, as well as basic computer skills, including experience and practice of case management information systems.
15. Extensive experience of drafting, monitoring and controlling budgets.



16. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
- Being people focused
 - Reflecting a 'can do' approach
 - Striving for excellence in everything we do
 - Having mutual respect for everyone we work with, work for and support through our services
17. To be able to work with some flexibility and to travel between the office and designated GP practices in the borough.