

## Job Description –

# Adult Mental and Emotional Wellbeing Practitioner and Nishkam Care Coordinator 30 Hours per week

### Background

Nishkam Healthcare Trust is a faith-inspired values-led organisation that provides an innovative approach to healthcare for the purposes of community empowerment, ill-health prevention and clinical excellence. The Nishkam Healthcare Trust is a core part of Nishkam's five centres of excellence working collaboratively to transform and uplift our local communities.

Care coordinators play an integral role in achieving this aim and the post holder will work in a team across Nishkam's five centres. They will specifically focus on children's mental and emotional wellbeing within the Nishkam Mental and Emotional Wellbeing Service (NMEWS).

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| <b>Accountable to:</b>  | Nishkam Healthcare Trust — Director                            |
| <b>Line manager:</b>    | Nishkam Healthcare Trust — Service Development Lead            |
| <b>Hours of work:</b>   | 30 hours per week.   |
| <b>Remuneration:</b>    | £21k per annum (at 30 hours per week)                          |
| <b>Contract length:</b> | 6 months initial fixed term contract with a view to extension. |
| <b>Start Date:</b>      | Imminently; November 2021                                      |
| <b>Location:</b>        | Nishkam Healthcare Trust, 21-23 Soho Road, Birmingham, B21 9SN |

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### Main Duties

To provide a counselling/therapy service for adults aged 18+ who could benefit from support for their mental and emotional well-being.

- To contribute to service establishment, development and evaluation.
- To maintain good communication with colleagues within Nishkam Healthcare Trust and partner organisations.
- To work with autonomy using professional judgement.
- Manage a caseload with responsibility for triage, assessment (including clinical risk), implementation and evaluation of therapy, including adult safeguarding.
- Communicate effectively with service users and colleagues from diverse backgrounds in a way that is sensitive, open and welcoming.

- To maintain clinical and monitoring records — accurately and promptly within the policy of the organisation.
- To provide insight for periodic reports including output and outcome data, case studies, analysis and an evaluation of the impact of your work.
- To advocate and identify the needs of service users to best connect them with services and activities to uplift social, emotional and spiritual wellbeing.
- To work with service users to understand their strengths, needs and aspirations.
- To work as a part of the wider Care Coordination team across Nishkam organisations including close working with:
  - Nishkam Care coordination project lead
  - Nishkam Pharmacy care coordinator
  - Nishkam Civic Association care coordinators
  - Project coordinator
  - Other NMEWS care coordinators
- To work with external organisations to meet service users’ needs, specifically:
  - Local Primary Care Networks
  - Birmingham and Solihull Mental Health Trust
  - Birmingham City Council
  - Faith-based and third sector organisations
- To follow-up with service users and provide support as appropriate.
- Contribute to the evaluation of the service by collecting service user feedback, measurable outcomes, plus providing a narrative evaluation of your experiences.
- Attend and contribute to weekly multi-disciplinary team meetings.
- Ensure that your Continuing Professional Development needs are assessed and met through appropriate training in agreement with your line manager.
- To attend regular supervision as per BACP/UKCP requirements.

## **Person Specification**

### **Experience**

- Minimum two years experience working as psychotherapist/counsellor/psychologist with adults aged 18+.
- Relevant academic and/or professional qualifications to deliver counselling/psychotherapy.
- Accreditation and membership with a professional association, e.g. British Association of Counsellors and Psychotherapists.
- Experience of working with those from Black and Minority Ethnic (BAME) backgrounds.
- Experience working and building relationships with community-based and/or faith-based organisations.
- Fluent in speaking and understanding a community language/languages.
- Experience of working with service users with complex needs.

### **Skills**

- Excellent communicator able to build lasting trusting relationships where you are quickly able to help a person feel comfortable to share their underlying thoughts, feelings and views. This is critical to understand “what matters” to a person, and answering that question is critical to providing a high quality intervention.

- Strong Interpersonal skills and the ability to communicate with a wide range of service users, carers and professionals including the voluntary and independent sector
- Good time management and organisation skills.
- Excellent problem-solving skills.
- Knowledge of the wider determinants of health, including social, economic and environmental factors.
- An understanding of community development approaches to health and wellbeing issues.
- Ability to express oneself effectively verbally and in writing at a range of levels and with a variety of partners and stakeholders.
- Excellent IT skills including the ability to generate reports, collect and analyse data, and abide by data protection policies in addition to basic skills (email, word processing etc).

### **Qualities and Abilities**

- Ability to maintain effective working relationships and a positive attitude towards collaborative work with peers, colleagues and other professionals.
- Ability to organize, plan and prioritise on own initiative including when under pressure and meeting deadlines.
- Ability to work flexibly and enthusiastically within a team or on own initiative
- Able to deal with conflict and distress
- An immense respect for diversity and the value that diversity has brought to Handsworth. They will seek to be values-led in all that they do and provide a service that is culturally appropriate and individually-tailored.
- A good understanding of risk in physical and mental illness to prioritise need, making and receiving referrals as required.
- A sound knowledge of health and social care policy, together with local services and health promotion initiatives, that will enable the safe transfer of service users between different provider services, and the integration of services from different providers where indicated.
- To work in a culturally appropriate manner, respecting and understanding cultural and other individual factors that shape an individual's perspective and what matters to them.
- To know personal boundaries and when to seek help.
- To respond appropriately in emergency situations.
- To be self-aware and demonstrate resilience in the face of challenging situations.
- To report any incidents that might compromise health and safety for self; other staff or service users.
- Strong organisational skills, with ability to plan; prioritise; monitor progress; produce reports; identify gaps in services and opportunities for development
- A willingness to learn and develop within the organisation

### **Governance**

- All practitioners working under NMEWS to have Enhanced DBS checks.

- All practitioners to have adult & child safeguarding level 3 training
- All practitioners to understand the service's safeguarding policy and process
- To be able to undertake developmental training of other staff as required.
- To take part in annual appraisal, developing a personal development plan from which training needs will be identified and training undertaken.

## Confidentiality

- Nishkam Healthcare Trust is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect that all staff will respect their privacy and maintain confidentiality at all times. It is essential, if the legal requirements are to be met and the trust of our patients is to be retained, that all staff protect patient information and provide a confidential service.

## Other

- Access to own method of transport to be able to travel across the locality on a regular basis.
- This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

## Diversity and Inclusion

Nishkam Healthcare Trust strives to create a fair and healthy environment where all our colleagues feel valued and able to be their authentic selves at work through a culture and collaboration and mutual respect.

We encourage applications from people of all backgrounds, especially those from under-represented or marginalised groups. For applicants with a disability, please contact us to let us know of any adjustment we can make to support you during the recruitment process.

## How to apply

Please submit your CV and a brief supporting statement (up to 250 words) to [nina.ubhi@nishkampharmacy.com](mailto:nina.ubhi@nishkampharmacy.com) by Sunday 14th November.

For an informal discussion about the role, or if you have any further questions prior to applying, please contact us by email: [nina.ubhi@nishkampharmacy.com](mailto:nina.ubhi@nishkampharmacy.com)