

**Leicester YMCA
Job Description**

Job Title	Regional Complex Needs Project Clinical Psychologist		Competency Level	3
Department	Shine	Site	Aylestone	
Salary	£45,753 (£22,876.50 for fixed term contract of 6 months)	Point	Grade	NHS 8a



HM Government

In partnership with

**THE NATIONAL LOTTERY
COMMUNITY FUND**

Section A:	Basic Objectives of the Post
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- Provide clinical oversight to the work of seven Complex Needs Workers (known as 'Shine Workers') who each provide intensive wrap around support to a caseload of ten young people identified as having complex needs.
- Provide monthly group clinical supervision to seven Complex Needs Workers across the east and west midlands.
- Work alongside the project Coordinator to devise and deliver a training programme for housing teams at seven YMCAs intended to equip frontline workers with the knowledge, skills and resources to provide good quality support to young people accessing YMCA services.
- Contribute to a programme of organisational cultural change whereby seven YMCAs are committed to improving access to accommodation and support to marginalised young people experiencing complex needs.
- Contribute to each YMCA achieving the Enabling Environments Award (awarded by The royal college of Psychiatrists).
- Provide consultancy and guidance to Shine workers and frontline staff responding to the needs of young people presenting with complex issues.
- Support each YMCA to broker relationships with local mental health services improving referral routes and partnership working in each locality where required.
- Provide face to face crisis assessment & intervention where appropriate.
- Support the project coordinator to evidence service impact through robust recording and reporting structures.

Section B**Reporting To:**

Name: Hannah Deignan
Position: Regional Complex Needs Project Coordinator

Section C:**Background Information for the Post**

The Y has a long history of working towards improving our understanding and response to young people experiencing complex needs and in 2015 developed a specialist Complex Needs Worker role as part of our core support offer alongside making several key organisational changes. In 2018 The Y, in partnership with YMCA; Birmingham, Burton, Sutton Coldfield, Lincolnshire, North Staffordshire and Wellington & Telford successfully bid for funding to share their learning across the central region of YMCAs and is now leading on a regional programme of organisational change known as 'Shine' intended to support YMCAs to improve access and support to young people experiencing multiple needs.

Shine is funded to provide intensive, wraparound support to young people with complex needs living in YMCA supported accommodation. The primary aims of the project are to create better access to accommodation for young people with complex needs, increase staff understanding of, and response to complex needs and underpin a programme of cultural & organisational change.

The partnership has been in progress since January 2019 and has seen the introduction of Complex Needs Workers (Shine Workers) at six other YMCA accommodation services who work intensively with young people aged 16 to 25years experiencing complex needs based on the following definition:

Complex needs (sometimes referred to as 'multiple needs' 'chronic exclusion' or severe and multiple disadvantages') is when a person experiences a combination of three or more of the following needs and are estranged from services and support due to those co-occurring needs.

- *Homelessness (or at a high risk of becoming homeless)*
- *Substance Misuse*
- *Offending Behaviours*
- *Learning Disability*
- *Physical Disability*
- *Self-Harm*
- *Attachment difficulties*
- *Trauma*
- *Poor mental health*

Shine has developed several regional structures to support the sharing of knowledge and resources across the partnership and to shape the delivery of the project. As a result we have been able to secure funding for the development of a regional young experts panel and are developing a set of guidance for other supported accommodation providers to enhance their service offer to marginalised young people experiencing complex needs.

96% of the young people Shine Workers provide support to experience some form of mental health need and this has been exacerbated by the environment COVID19 has created. With Shine Workers and Housing teams needing to provide a higher level of support to the young people they serve Shine is looking to provide expert clinical support via this post.

Section D:	Staff Supervised
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The post holder will be responsible for providing group clinical supervision to up to nine Complex Needs Workers across the partnership and may be asked to provide additional clinical supervision to other staff cohorts.

Section E:	Duties and Responsibilities
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1. Main Duties:	Description of main duties and responsibilities
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- 1. Provide clinical oversight to the work of seven Complex Needs Workers (known as 'Shine Workers') who each provide intensive wrap around support to a caseload of ten young people identified as having complex needs.**
 - Fortnightly visits to each YMCA to include case consultancy with Shine Worker.
 - To provide specialist psychological advice, guidance and consultation to Shine Workers (and Housing workers where necessary) supporting them with case conceptualisation, planning, and delivering interventions based upon evidenced based trauma informed approaches.
 - To support Shine Workers to undertake risk assessment and risk management for individual clients and provide advice to staff on the psychological aspects of risk assessment and risk management.
 - Attend and contribute to regional bi-monthly Shine Worker meetings.
 - Lead monthly group clinical supervision with Shine Workers.

- 2. Provide monthly group clinical supervision to seven Complex Needs Workers.**
 - Delivered either in person or via Zoom dependent on COVID19 related restrictions.

- 3. Work alongside the project Coordinator to devise and deliver a training programme for housing teams at seven YMCAs intended to equip frontline workers with the knowledge, skills and resources to provide good quality support to young people accessing YMCA services. To include;**
 - Embedding Shine's six principles within a structured training programme (see attached).

- Supporting regional Motivational Interviewing Champions to share and upskill housing teams across the partnership.
- Supporting to embed Six Hat Thinking group case discussion across the partnership.
- Supporting to embed trauma informed approaches to working with young people.
- Sharing expertise, knowledge and resources to better equip teams to be able to respond effectively to young people experiencing complex needs.

4. Contribute to a programme of organisational cultural change whereby seven YMCAs are committed to improving access to accommodation and support to marginalised young people experiencing complex needs.

- Attend bi-monthly steering group meetings to contribute to the design and delivery of complex needs work in the region.
- Meet regularly with departmental leads at each YMCA to contribute to organisational progress to improving access to accommodation and support for young people.
- Contribute to policy reviews at each YMCA where necessary.
- Contribute to each YMCA's action plan to achieving the Enabling Environments Award (awarded by The Royal College of Psychiatrists).

5. Provide consultancy and guidance to Shine Workers and frontline staff responding to the needs of young people presenting with complex needs.

- Establish routes to provide expert guidance to frontline housing staff and Shine Workers and their managers at each of the partnered YMCAs.
- Establish a referral process for Shine Workers to refer young people who are presenting in crisis and are not able to access community services.

6. Support each YMCA to broker relationships with local mental health services improving referral routes and partnership working in each locality where required.

- Identify and establish working relationships with local mental health services at each location.
- Where necessary improve external services' understanding of Shine's work to enable better working practices between services.
- Support staff teams to understand the nature of mental health services, their remit and eligibility criteria and where appropriate support teams to identify how they can provide therapeutic support for those not eligible for community and NHS services.
- Where required, establish effective referral systems in and out of local services.

7. Provide face to face crisis intervention where appropriate.

- COVID19 has resulted in Shine workers experiencing higher than usual levels of need amongst the cohort they work with. Where Shine Workers are unable to access crisis intervention from their local mental health teams the post holder will provide one to one assessment and short-term intervention for young people.
- Ongoing support and guidance to Shine Workers following crisis intervention.
- Providing clinical expertise to support Shine Workers to refer to local mental health services where they have been declined but it is assessed that a young person is eligible for that service.

8. Support the project coordinator to evidence service impact through robust recording and reporting structures.

- Working with the project evaluator and Coordinator to identify outputs to evidence outcomes, evaluation tools and timescales.
- Ensuring all agreed reporting and recording is completed fully and on time.
- To ensure the highest standards of clinical record keeping including electronic data entry and recording, report writing and the responsible exercise of professional self-governance in accordance with professional codes of practice and The Y's policies and procedures.

9. To carry out any other duties that may from time to time become necessary and fall within the scope of the job.

2.Functional Links:	List of the most important contacts necessary to carry out the job
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- It is critical to have a working relationship with the regional complex needs Project Coordinator, Shine Workers and all YMCAs in the partnership.

Section F:	Other relevant matters This section lists any other important points about the job
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SCALE AND IMPACT:

- As this is a new post to The Y and the region it is likely that the duties and responsibilities described above will change and adapt as the post holder works in collaboration with the project coordinator and partnership members to ascertain the most effective way to embed the role according to the needs of the young people.
- Clinical Supervision will be provided monthly by an appropriately qualified professional.
- This role is funded for a six-month period by an emergency COVID grant.
- In order to do this job the person needs to be flexible and adaptable.
- Actively participate in supervision, training and commitment to continued professional development.

Leicester YMCA
Person Specification

	<i>Applicants will be required to evidence their ability to meet the following, through interview questions, supporting statement and CV content</i>	Essential	Desirable
Competency Based			
1.	<ul style="list-style-type: none"> • Customers & Communication • Creates an environment where team/s are empowered to put residents first, taking into account complex and sensitive issues to meet their long-term needs. • Presents succinct, well balanced information orally and in writing, with clear outcomes. • Facilitates discussions to achieve collective objectives. • Creates an environment that enables staff to provide reflective, patient and tolerant support to young people who may present with challenging behaviours. • Actively seeks out the views and involvement of young people in decision making where appropriate. • Considers the needs of young people when making strategic decisions. • Analyses delivery of services and provides solutions to problems and ways to improve working processes. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
2.	<p>Equality & Diversity</p> <ul style="list-style-type: none"> • To actively promote the organisations equality/diversity policy • Develops a culture of non-discriminatory practice. • Recognises and celebrates difference. • Creates opportunities for staff to self-reflect and be socially aware. • Encourages staff to develop an understanding of unusual/inappropriate behaviours resulting from trauma/childhood adversity. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	
3	<p>Leadership</p> <ul style="list-style-type: none"> • Flexible and adaptable management skills to meet different needs of team members. • Validates work, supports development, secures resources and has the experience to offer alternative options. • Evaluates what has been achieved and sets clear targets. • Effective motivation and delegation in order to develop skills and improve performance. • Encourages work life balance. • The ability to embrace change and communicate the change management process. • Takes responsibility for making decisions to move things forward. • Plans ahead and is able to spot opportunities to develop new 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	

	<p>approaches, products and services to meet organisational needs.</p> <ul style="list-style-type: none"> Promotes and facilitates reflective and supportive spaces for staff. Models behaviours they expect to see from their staff team including language used and the communication and treatment of others. 	<p>✓</p> <p>✓</p>	
4	<p>Team Working</p> <ul style="list-style-type: none"> Networks effectively both internally and externally. Initiates meetings with colleagues and external partners to share information. Puts Shine partnership decisions above personal interests. Actively gives and receives feedback to improve performance. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
5	<p>Working within Legal Frameworks</p> <ul style="list-style-type: none"> Actively working within the legal framework which the organisation operates. Identify, manage and mitigate potential risk. Actively supports supervisees to understand and work within legal frameworks relevant to their job role. <p>To have a clear understanding of:</p> <ul style="list-style-type: none"> Safeguarding Data Protection Equalities Act 2010 Criminal Justice and Immigration Act 2008 General Data Protection Regulation (GDPR) The Children Act 1989 & 2004 Guidance and Regulations Volume 3: Planning Transition to Adulthood for Care Leavers To have received relevant training in the following areas: Health & Safety Personal Safety 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

Job Specific			
6	<p>Qualifications</p> <ul style="list-style-type: none"> Recognised Psychology, Systemic psychotherapy or equivalent qualification to doctorate level (with current professional registration). Clinical Supervision training and/or experience of supervising staff in specialist roles. Evidence of continuing professional development. Skills in the use of complex methods of psychological assessment, intervention and management. Skills in providing consultation to other professional and non-professional groups. Knowledge of the theory and practice of specialised psychological therapies in specific difficult to treat groups (e.g. personality disorder, dual diagnoses, people with additional disabilities, children with complex problems etc). Ability to teach and train others, using a variety of complex multi-media materials. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

7	Experience <ul style="list-style-type: none"> • Minimum two years post qualifying experience in working with adolescents and young adults with complex needs. • Consolidated experience of specialist psychological assessment and treatment of clients across a range of settings preferably including homelessness services. • Demonstrate further specialist training and experience by having received a minimum of 50 hours of clinical supervision of working as a specialist psychologist or psychotherapist over a minimum of 18 months. • Experience of training groups & individuals • Experience of providing group and/or individual clinical supervision. • Knowledge of offending behaviours, the criminal justice system and social care systems. • Experience of service development or of a leadership role. • Knowledge and understanding of the needs of young adults leaving care and youth offending institutes. • Ability to engage with challenging and 'hard to reach' young adults working persistently and intensively. 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓
9	Driving Licence and Own Transport <ul style="list-style-type: none"> • Own car and current driving licence. • Willing to travel across YMCA regional sites as and when necessary. 	✓ ✓	
10	Other <ul style="list-style-type: none"> • Ability to maintain high clinical standards when exposed to highly emotive material or challenging behaviour. • Ability to work creatively, cooperatively, reliably and consistently. • Empathy for individuals who have experienced mental health problems. • To work independently and on own initiative. • Keeping accurate records and information to validate work. • Ability to monitor progress of work and make effective use of own and others' time. • To be self-motivated. • Able to work to deadlines and achieve targets. 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	

**THE Y
(Leicester YMCA)
Terms & Conditions**

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Department	Shine	Site	Aylestone	
Salary	£45,753 (£22,876.50 for fixed term contract of 6 months)	Point	Grade	NHS 8a

1. **Hours of work**
Monday to Friday 9am to 5pm
(with flexibility due to the requirement to travel across the region)
2. **Annual Leave entitlement**
7.6 weeks including Bank Holidays
3. **Sick pay provision**

6 months - under 1 yr's service	1 week
1 yr - under 3 yrs' service	2 weeks
3yrs - under 4yrs' service	4 weeks
4 yrs - under 6yrs' service	8 weeks
Over 6yrs' service	10 weeks
4. **Pension**
All employees are eligible to be a member of The Y's pension scheme
5. **Period of termination notice offered and required**
Two weeks during six-month probation period, thereafter three calendar months
6. **Conditions of appointment**
The appointment is subject to The Y receiving two satisfactory references a clear criminal background check (DBS) and the satisfactory completion of a six-month probationary period

**THE Y
(Leicester YMCA)
General Information**

The Y's Vision, Mission and Values

Vision

Every homeless Young Adult has rapid access to safe accommodation with personalised support that enables lasting changes in their lives.

Mission

To be the leading provider of supported accommodation for young adults within the East Midlands. Supporting, empowering and enriching their lives by engaging them in education, employment, training, health services, arts and sports.

Values

Support

Every young adult should have a safe place to live.

Empower

Every young adult is entitled to a chance to improve their lives.

Enrich

Every young adult should be entitled to a range of inspiring opportunities.

To be a community organisation that has Christian values at our core.

Scale & Impact

- In order to do this job the person needs to be flexible and adaptable
- Actively participate in supervision, training and commitment to continued professional development.
- To be tolerant of unusual and/or unsociable behaviour and have the ability to enforce clear boundaries when required
- The Y is not responsible for paying travel expenses to and from work additionally The Y does not operate a relocation policy.

Equal Opportunities/Valuing Diversity

- All employees are required to work towards actively and positively promoting the Equal Opportunities/Valuing Diversity Policy of The Y. To advance the Y's ideology of the equal value of all persons and to appropriately challenge anyone who infringes upon the Equal Opportunities/Valuing Diversity Policy.

Health & Safety

- As far as is practicable employees are responsible for adhering to the Health and Safety requirements and shall not place themselves or any other member of staff, members of the public, volunteers or any other person in danger whilst at work.

- Employees should not interfere with or misuse any equipment provided for their use either contrary to any training you have received or any instructions given with equipment in the interests of health and safety. The Y shall not be liable for any loss or injury caused by any such interference or misuse.

Tobacco & Health

- The Y has a Smoke Free Policy which prohibits smoking in all Y premises. The post holder will be expected to comply with the Smoke Free Policy of the organisation.

Policies

- The Y has 10 main policies (Absence, Communication, Compliance, Conduct, Confidentiality, Finance, Health, Quality Assurance, Recruitment, Safety). All employees are expected to familiarise themselves and work within these policies at all times.

Safeguarding Children

- The Y actively promotes a 'safeguarding children culture' within the organisation in line with the Children's Act 2004. As such each employee is expected to carry out their role and responsibility in relation to a child/children's or vulnerable adults' welfare. We are committed to ensuring that all employees are supported in respect of their safeguarding children or vulnerable adult duties.



Shine principles

Strength/Asset based:

Our support recognises the strength, resilience and resourcefulness of young people who have experienced multiple disadvantage and aims to help them reauthor themselves as powerful agents of change.

Young person led

We aim to involve young people at every stage of planning and delivery and at all levels. Young people are empowered to take the lead in their support plan as we recognise that they are experts in their own lives. We focus on creating opportunities for young people to influence how our services run.

Trauma informed

Our work recognises that most young people living with us have experienced some form of trauma and this can impact how they feel about themselves, others and the world around them. We understand behaviours in the context of trauma and try to provide an environment that is conducive to recovery from traumatic experiences.

Holistic/No wrong door

Our support is holistic and understands that homelessness cannot be solved by providing a roof over a head but needs to address a multitude of needs, often simultaneously. We strive to provide young people with positive experiences of asking for help regardless of who they speak to, when they speak to them, and what they need. We want to provide repeated experiences of trusted, safe and reliable adults and our young people to know they are worthy of time and care.

Worker Wellness

We have an understanding of the impact of this work on our staff and provide opportunities for them to reflect and offload. We know that staff cannot provide good quality care and support to our residents if they do not feel cared about and supported themselves. Staff are reflective practitioners who are able to consider how their own experiences impact their own behaviours.

Collaboration and Community

Working collaboratively supports to keep our environments comfortable and safe for all. We promote open communication in which we share learning, resources and ideas. Relationships are seen as vital, and importance is placed on listening, understanding and responding to young people's worries and ensuring these are reflected in support interventions offered. Staff actively seek out ways of working in collaboration with agencies to improve accessibility to those with complex needs.