

JOB DESCRIPTION

JOB TITLE	ICAN CONNECTOR
RESPONSIBLE TO	THERAPEUTIC MANAGER
LOCATION	PWLLHELI / CAERNARFON
HOURS	37 AWR YR WYTHNOS
WAGE	B4 £21,432 - £24,553
CONTRACT	Up to March 2024

MAIN PURPOSE OF ROLE

- ⇒ This post holder will lead and act as community ICAN Connector in Pwllheli and Caernarfon It will form part of GISDA’s Hub which are already established in Gwynedd.
- ⇒ The post holder will work closely with other partners and projects within the community.
- ⇒ Recruit, manage and support ICAN volunteers who work within the Pwllheli and Caernarfon areas.
- ⇒ Provide 1:1 and group support for young people who need low-medium level mental health support in the community

This role is part of the continued roll out of ICAN services across Betsi Cadwaladr’s Health board.

ICAN Aims:

- ⇒ Give a voice to people with lived experience
- ⇒ Shift focus of Care to prevention and early intervention
- ⇒ Empower people to maintain their mental health and well being
- ⇒ Encourage open and informed conversations about Mental Health
- ⇒ Co-produce a framework to deliver a trauma informed service

The vision is that there will be 6 key components to ICAN to support Primary Care and the whole system at a Community level which will include:

- ⇒ **ICAN Give** – volunteering opportunities with an enhanced offer back to volunteers of support, supervision, reflective practice through the ICAN Academi.
- ⇒ **ICAN Hubs** – Multi Agency community spaces offering wide ranging support.
- ⇒ **ICAN Academi** – Access to trauma informed and primary care minded training, reflective practice sessions and supervision for volunteers, partners and the wider workforce. Access to apprenticeships for ICAN Volunteers.
- ⇒ **ICAN Talk** – Increased access to Psychosocially informed and Trauma Informed support and interventions (To be developed further through the Psychological Therapies Review)
- ⇒ **ICAN Work** – Access to time unlimited intensive employment support. No eligibility criteria in Phase 2.
- ⇒ **ICAN Impact** – We will continue to measure the effectiveness of our ICAN service to ensure it meets the needs of individuals and to inform future commissioning of services.

MAIN RESPONSIBILITIES

- ⇒ Work closely with community groups, residents and volunteers to develop a strong, community-led mental health support system.
- ⇒ To provide both direct support and a facilitative approach to building mental health awareness, knowledge and support across the community for the long term, with community partners.
- ⇒ Develop strong links within community groups
- ⇒ Provide comprehensive initial coordination of the ICAN low level mental health support for Local Primary Care, covering Bangor's GP cluster area.
- ⇒ Close working with the Primary care teams to receive referrals into the ICAN service, to offer support to individuals with their mental health issues at Tier 0 and Tier 1.
- ⇒ Receive ICAN referrals from statutory and non-statutory agencies – GP, Members of the community, community services, social services, probation, voluntary agencies etc.
- ⇒ Develop relationship with local partners.
- ⇒ Carry out initial assessments of clients presenting with multiple and potentially complex issues
- ⇒ Support with a range of interventions and ascertain what service would be the most appropriate mental health service.
- ⇒ Select and deliver appropriate time limited therapeutic interventions using ICAN material, drawing on knowledge of low-level psychological therapies and evidence-based techniques.
- ⇒ Refer and signposting to relevant third sector and statutory services, including making the introductions.
- ⇒ Work closely with GISDA's ICAN hub to support people with a wide range of agency support.
- ⇒ Monitor patients' mental health and liaise with GP's, other Primary Care colleagues, consultant psychiatrist and secondary care services as appropriate.
- ⇒ Participate as necessary where there is notification of serious concern in all safeguarding processes in accordance with BCUHB policy and guidelines.
- ⇒ An understanding of the level of acuity ICAN services can provide for people, provide a low level (Tier 0 and Tier 1) primary care mental health support service at designated primary care practices within BCUHB area for clients with mild/moderate mental health problems.
- ⇒ To provide a service which quickly assesses the needs of the patient, provides access and links to a wide variety of services, such as targeted self help support for issues such as depression, anxiety, grief and loss, isolation and loneliness, as well as work with partners to address social needs such as connectivity to their community, debt and housing needs.
- ⇒ Offer a range of low-level psychological therapy, trauma informed interventions and evidence-based techniques.

THERAPEUTIC MODEL – MODEL FI

The post holder will be work closely with GISDA's **Therapeutic Manager** so that we're able to monitor progress and identify gaps in services. The project will adopt a psychological informed environment approach.

- ⇒ Assist in developing a suite of work books to provide work shops on various subjects depending on the need of the community.
- ⇒ Identify gaps in services and work with the manager to develop a more specialised therapeutic interventions within GISDA i.e. social work, psychologist, counselling, mediation
- ⇒ Lead on ensuring that the space meets the standard of ensuring that the physiological environment is psychologically friendly and meets the required standards as outline in GISDA's Model Fi quality standards
- ⇒ Raise awareness of Model fi, ICAN Hub and all of GISDA's therapeutic interventions

- ⇒ Participate in a Reflective intervention sessions with the manager and prepare for supervision sessions.
- ⇒ Work with GISDA's other projects and refer service users to the projects if you feel they may benefit
- ⇒ Ensure the progress reports include key performance indicators and feedback forms to service users

LINE MANAGEMENT

- ⇒ Volunteers
- ⇒ If projects develops in future, there may be a requirement to manage some staff
- ⇒ Line management responsibilities include:
 - Provide a point of contact between the Management Team and project Staff;
 - Ensure effective and efficient communication in all aspects of work;
 - Encourage innovation within the team;
 - Manage and implement changes if and when needed;
 - Take the lead on producing project work plans;
 - Hold planning and review meetings;
 - Assist with setting realistic targets;
 - Monitor performance against targets and offering appropriate advice;
 - Ensure compliance with legal, statutory and ethical issues;
 - Deal with staffing issues and arrangements;
 - Identify staff training and professional development needs.
 - Ensure your own personal professional development.
 - Conduct an annual staff survey and review as part of the staff evaluation process.

GENERAL RESPONSIBILITIES

- ⇒ Ensure quality standards; that the services offered through the project are of the highest quality possible.
- ⇒ Manage, monitor and develop project procedures and systems to ensure consistency and efficiency within all aspects of the service.
- ⇒ Produce and present project progress reports to a high standard in Welsh and / or English.
- ⇒ Ensure that GISDA's child protection and safeguarding protocol is adhered to within all aspects of project services.
- ⇒ Ensure equal opportunity and non-discriminatory practice is promoted within all aspects of project services.
- ⇒ Network with key agencies to ensure an exemplary service
- ⇒ Attend necessary meetings that cover project needs as well as represent GISDA in relevant meetings and forums.
- ⇒ Work in partnership other agencies and partnerships to develop the service
- ⇒ To promote in all aspects of work an attitude that is friendly, non-judgemental and non-discriminatory towards service users, co-workers, members of the Management Committee, of the public and of other agencies
- ⇒ Promote the Company values and culture.
- ⇒ Promote the Company aims and objectives.
- ⇒ Adhere to all current Company policies and procedures.
- ⇒ Contribute to supervision sessions.

- ⇒ Keep all information relevant to the Company, its staff and service users, confidential.
- ⇒ Contribute towards Company efforts to raise money.
- ⇒ Facilitate and support volunteering opportunities within the Company .
- ⇒ Perform duties and responsibilities in compliance with Care Council for Wales regulations.
- ⇒ Have a duty of care to all the Company's service users.
- ⇒ Undertake any reasonable tasks, as and when necessary.

No job description can cover every issue that may arise in the role at different times. In order to maintain an effective service you may be required to undertake any other reasonable tasks consistent with those in this document as determined by your head of department.

PERSON SPECIFICATION			
BENCHMARKS	ESSENTIAL	DESIRABLE	ASSESSMENT
EDUCATION AND QUALIFICATIONS	Higher level qualification – degree/NVQ4/higher diploma	Social work, psychology, nursing or any therapy qualifications.	Application form and interview
RELEVANT EXPERIENCE	Extensive experience in support work with vulnerable people and young people	Experience of promoting and marketing.	Application form and interview
	Experience in managing and /or a management qualification	Experience of developing services.	Application form and interview
	Experience of working in a community setting	Experience of working in the voluntary sector.	Application form and interview
	Knowledge of mental health service in Wales.		Application form and interview
SKILLS	Approachable, friendly and non-judgmental		Application form and interview
	Able to Interact and Network well.		Application form and interview
	Able to identify and manage risks.		Application form and interview
	Strong information management and analysing skills.		Application form and interview
	Able to make decisions and act upon them.		Application form and interview
	Excellent ability to prioritise and organise work.		Application form and interview

	Excellent written and oral communication skills – English and Welsh		Application form and interview
	Good interpersonal skills (clear, brief and explicit)		Application form and interview
	Able to work effectively and confidently under pressure.		Application form and interview
	Able to work independently and as part of a team.		Application form and interview
	Good administration skills.		Application form and interview
	Able to represent the Company well.		Application form and interview
	Good Information Technology Skills and able to use Word, Excel and Outlook.		Application form and interview
	Able to manage plans and people.		Application form and interview
	Able to maintain a project budget.		Application form and interview
Other	Full Driving Licence		Application form and interview
Language	Able to communicate in Welsh and English in a variety of situations		Application form and interview