



Therapeutic Services



**Navigator
Mental Health
Urgent Triage**

About the Organisation



Our Vision

“Enabling everyone in our communities to achieve better mental health”

Our Mission

“To continue to provide the best quality local mental health services in prevention, early intervention and primary care; alongside empowering individuals and our communities to live well.”

We provide a wide range of services to our local communities. We provide support to individuals, groups, and families. We work with people of all ages and have a dedicated Youth in Mind team providing support to Children and Young people. We typically work with over 5,000 people per year and have consistently received feedback that over 70% of people felt their wellbeing had improved as a result of using our services.

Our Values

TOG Mind is passionate about mental health and believes that:

- Mental health is as important as physical health, and applies to everyone.
- People are experts on themselves and our role is to work holistically to help people to help themselves.
- As a charity TOG Mind occupies a special place in the landscape of mental health services. We can innovate, adapt and serve our communities in ways that others can not.
- Our appetite for continuous development and improvement enables us to affect positive change.

Tameside, Oldham & Glossop Mind Values:

Relationships

We listen and ask questions to understand others and to build trust.
People matter to us both inside and outside our organisation.

Potential

We encourage personal responsibility for development by discovering and realising the abilities and energies of people.

Aspiration

We support one another, clients, and communities to achieve better mental health.

Learning

We seek insight and grow from experience finding new or better ways to contribute to the field of mental health.



Navigator— Mental Health Urgent Triage

Job Title:	Navigator—Mental Health Urgent Triage
Hours:	18 and 36 hours available
Contract:	Permanent
Responsible To:	Mental Health Urgent Triage Project Manager
Based in:	Emergency Operations Call Centres—must be willing to work in different locations across the wider GM footprint
Salary:	£28566.72 FTE

Summary of Main Duties and Responsibilities

This is an exciting opportunity to work within a brand new service within a multi-disciplinary team. Mental Health Urgent Triage (MHUT) is currently in its pilot stage, and has been created to offer speedier and more effective mental health support to those who call 999 in search of help.

Each caller will receive a mental health assessment to determine if there is need for a clinical intervention. However, as we know, not all people will meet the threshold for such a response, but that doesn't mean they don't need nor deserve one. So, the VCSE navigators will sit within the team to support those people to access a community offer and onward referrals to statutory services.

As a navigator, you will liaise with Community crisis offers to assess capacity, then support clients after they have passed through clinical assessment to access the most appropriate response.

This is a 24/7 service, and you must be available to work weeknights and weekends on a rota basis.



Duties Relating to the Post

Duties specific to this role:

- Work as an integral part of the MHUT team to deliver services directly to members of our community.
- Working with clients who present in crisis, including supporting with de-escalation of crisis & risk management.
- Responsible for implementation of policies for own work area and proposing policy or service changes which impact beyond own area of activity.
- Work alongside other staff and volunteers to ensure members of our community can access the services they need.
- Working in partnership with other services, specifically for this role you work alongside Pennine Trust, GMMH Trust, GMP and NWAS.
- Make decisions autonomously according to good clinical practice to ensure the safety of people accessing services and help identify areas for improvement.
- Maintain professional boundaries.
- To work flexibility in approach and hours including providing services out of hours.

General duties:

- Communicate effectively, verbally and in writing, to a wide range of people inside and outside the organisation.
- Use IT systems including email, online systems, and Microsoft packages to record and share information.
- Deliver and monitor a range of complex activities or programmes in your department.
- Achieve service and project outcomes.
- Work in partnership with a wide range of partners, stakeholders, and communities.
- Support the organisation to devise and develop improvements in your area of expertise.
- Carry out any other reasonable tasks relevant to the role.

Working pattern:

Person Specification

E = Essential and must be able to demonstrate these points in order to be shortlisted

Values

1. Relationships: Demonstrate ability to listen and ask questions to understand others and build trust. (E)
2. Aspiration: Demonstrate ability to provide support to others relevant to this role. (E)
3. Learning: Demonstrate ability to undertake learning, seek insight, and grow from experience. (E)
4. Potential: Demonstrate ability to take personal responsibility for your own development and the development of others. (E)

Experience

1. Experience of providing support services to members of the public. (E)
2. Experience of working independently to deliver services safely. (E)

Qualifications

1. Willingness to undertake training and qualifications relevant to role. (E)

Knowledge

1. Knowledge of emotional wellbeing, mental health issues or other relevant health support services.
2. Knowledge of approaches to support people to achieve better mental health.
3. Good knowledge of common mental health presentations.
4. Understanding of professional boundaries.

Person Specification

Abilities required

- Excellent verbal and written communication.
- Respond to change and uncertainty positively.
- Organisation and planning.
- Solution focussed.
- Team working and collaboration with others.
- Persuading and advocating.
- Negotiation and influencing.
- Effective knowledge sharing.
- Ability to travel across the Greater Manchester footprint. We are currently located in Moss Side at the Emergency Operations call centre. Other locations will include Bolton and Prestwich.

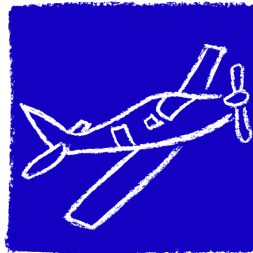


TOG Mind Team Benefits



Flexible Working

We aim to support you where possible with flexible working options available



Holiday Allowance

25 days (increasing to 30 with length of service) plus bank holidays



Training & Professional Development

Training opportunities as well as continuing professional development



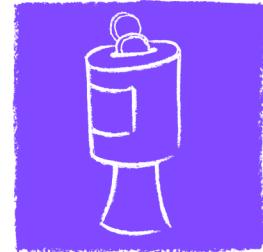
Work for an Award Winning Organisation

TOG Mind qualifies for the Mind Quality Mark, assuring our services are high quality, effective, and sustainable.



Disability Confident Employer

We are proud to have been identified as a Disability Confident Employer



Pension Benefits

5% employer pension contribution with 1-years salary death in service benefit



24/7 Employee Assistance Programme and other wellbeing activities



Enhanced Family Support and Benefits

Tameside, Oldham & Glossop Mind is committed to the equality, diversity and inclusion of all our candidates and staff, and we are committed to creating a workforce which represents the communities we serve.

Please contact Recruitment@togmind.org if you wish to discuss any additional needs or reasonable adjustments which may support your success at interview.

Applying for the role



Application Timeline

Interested in applying for this role? Our timeline should give you an insight into how to apply for a job with us, when to expect your interview, and more!

Details of all our vacancies can be found on our website at www.togmind.org/vacancies

Or use the QR Code to the right:



To apply, send your CV and a cover letter which sets out how you meet the criteria for the role to applications@togmind.org

Please send your documents in word or pdf format and clearly state your name, the job title and reference number [171] in your email.

The deadline for applications is midnight on: **26th April 2024**

Invites for interviews are currently planned to be sent out: **30th April 2024**

Interviews are currently planned to be held: **8th May 2024**

If you have any further questions and would like to get in touch, please email the hiring manager through phone or email; alternatively contact our office reception at office@togmind.org or by calling **0161 330 9223**.

Hiring Manager

Jillian Slevin

Project Manager

Greater Manchester

jillianslevin@togmind.org

More about TOG Mind

For more information on our Services, please visit our website:

[Our services | Tameside Oldham and Glossop Mind \(togmind.org\)](http://Our%20services%20|%20Tameside%20Oldham%20and%20Glossop%20Mind%20(togmind.org))

For the most up to date information, please follow us on our social media:

Facebook—TOG Mind: [facebook.com/TamesideOldhamGlossopMind](https://www.facebook.com/TamesideOldhamGlossopMind)

Facebook—Youth in Mind: [facebook.com/YiMind](https://www.facebook.com/YiMind)

Twitter: twitter.com/TOGMind

Instagram—TOG Mind: [instagram.com/tog_mind/](https://www.instagram.com/tog_mind/)

Instagram—Youth in Mind: [instagram.com/youth_in_mind_/](https://www.instagram.com/youth_in_mind_/)

LinkedIn:

<https://www.linkedin.com/in/tameside-oldham-and-glossop-mind-91b4a766/>

Also please consider signing up to our weekly E-Update here:

<https://www.togmind.org/e-update>



Ashton Wellbeing Centre

216-218 Katherine Street,
Ashton-under-Lyne,
OL6 7AS.



Oldham Wellbeing Centre

19-25 Union Street,
Oldham,
OL1 1HA.



Call: 0161 330 9223

Email: office@togmind.org





**We look forward to
hearing from you!**

 **mind** Tameside, Oldham and Glossop