

Living Well
Mental Health Transformation in Manchester
VCSE Sector Role Prototypes
Invitation for Expressions of Interest



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Introduction

The aim of Living Well is to transform community mental health services – with greater choice and more control by the people who need support as to what care is available, where to get it and how it is delivered. It seeks to be more inclusive and to encourage people to stay well and active.

“Living Well Teams” are made up of a range of partners providing different services that will bridge the gap between GP and community-based services and hospital-based and specialist services. Clearly, a lot of the work of the VCSE sector¹ in mental health is in this space. It includes activities such as coaching, peer support, advice and signposting – many of the kinds of VCSE activities which don’t necessarily look like a “service” but which we know make a major impact in supporting people who are living with mental health needs. You can read more about the Living Well approach here: <https://www.gmmh.nhs.uk/transforming-community-mental-health>

As part of the Living Well transformation, some work has been done by partners to identify the values and beliefs which are the things we want to pay attention to as we work together on this complex agenda and how we want to be as we move forward from where we are.

We believe:

- People hold the keys to their own recovery.
- Everyone should have the opportunity to access support with mental health.
- There are imbalances of power, resources and equity in the current system.
- Inertia that maintains this status quo must be tackled.
- Trust has begun to develop here, and to seek emotional buy-in more widely, honesty about present limitations matters for example:
 - the programme is not yet co-produced
 - potential answers exist but many are outside the current system
 - we are not starting with nothing, there are assets we can connect to which also sit outside the system
- Change is both possible and necessary to support people better in future.
- Our commitment to working collectively is worthwhile to build upon our shared desire and determination to generate positive transformation.

We value:

- **Wholeheartedly Working Together** - Really being in the room: welcoming and appreciating one another; sharing our skills, talents, experience, knowledge, networks and providing constructive feedback
- **The Desire to Understand** - Seeking to listen, encouraging dialogue, being open to diverse voices and perspectives: deliberately going outside of/away from the status quo in search of insight
- **People & Places** - Finding ways to unlock the considerable potential of individuals, communities and organisations across our city to make services and the system better
- **Opportunistic Bravery** - Seizing chances as they arise to try things, learn lessons and generate fresh ideas: we will not let this opportunity slip through our fingers

¹ “VCSE sector” means charities, community groups, voluntary groups, the community work of faith organisations and social enterprises

About the opportunity

As part of this programme, we are seeking expressions of interest from VCSE organisations to host roles as part of the wider, collaborative, Living Well team.

We are looking for local VCSE organisations that are committed to improving mental health outcomes for people in Manchester. If you have a proven track record of delivering high-quality services and support to those with mental health needs, we would love to hear from you.

The roles we are seeking to fill include peer support workers, benefits and debt advisors and volunteer co-ordinators. The planning and design of these roles has been informed by a wide range of collaborative conversations to build a “theory of change” for Living Well, bringing together VCSE organisations, public sector colleagues and people with lived experience of using mental health services. We believe that these roles – and the way they are put in place through collaborative working - will be critical to delivering Living Well Manchester’s ambition of building a coordinated, holistic approach to mental health support across the city.

As a host organisation, you will be responsible for supporting staff to carry out these roles. You will also work closely with other partners to ensure that the roles are aligned with the values of the Living Well programme.

The roles are:

- Mental Health Link Worker (x3)
- Peer Support Co-ordinator
- Peer Support Workers (x3)
- Volunteering Worker
- Welfare Advice Caseworker

These new roles are “prototypes” in that the intention is to test the impact they will make on the aims of the Living Well approach while also testing out the model of hosting roles within local VCSE organisations.

The process

Submit your expression of interest - If you are interested in hosting one of these roles as part of the Living Well Manchester mental health transformation programme, please submit an expression of interest using the form below.

The deadline for Expressions of Interest is **5pm on Tuesday 20th June 2023**

Panel decision – Macc will host an independent panel to review all Expressions of Interest. Macc will not be a voting member of the panel. Panel members will be from VCSE organisations which have declared an intention not to bid in this process, colleagues from Greater Manchester Mental Health NHS Trust and people with lived experience of using mental health services.

Due diligence check – Macc will conduct our standard due diligence check on the organisations selected by the Panel. (If you have recently completed a due diligence check with us for another purpose, such as a grant award, this may not be required.)

Questions

What would my organisation's responsibilities be?

This is a new approach with new roles, so all we can say is what is currently in our thinking: you would employ the individual(s) and they would be part of your organisation. In practice most of their day-to-day work will be with a range of colleagues in other organisations within the Living Well model so much of the direction of the work will come from there – and probably most of their time would be spent working in the same spaces as these colleagues. A flexible approach will be needed and good support from your organisation to help find the ways to make this work.

My organisation is not based in the city of Manchester, does this mean we can't apply?

We are looking for partners with a strong track record of work in Manchester, good relationships with partners and engagement with local communities – if you feel you can demonstrate this, please do put in an Expression of Interest.

Can my organisation apply to host more than one role?

Yes – though we would not be looking to place all the roles in a single organisation as we are keen to use this opportunity to start building a collaborative approach between local VCSE organisations, developing our vision of a VCSE Mental Health Alliance in Manchester.

Can an existing member of my team deliver this work?

Yes but the individual would need to apply for the role and be interviewed by partners, as would happen with any staff being newly appointed to these roles. If your Expression of Interest is dependent on this person being appointed, there is a space on the form where you are asked to indicate this.

What grade should the post(s) be on?

The budgets for the posts were set with some assumptions around grades but we recognise that there are variations across organisations and we do not want to cause disruption to any organisations' salary structures. So we are leaving it flexible at this stage and asking for your proposed salary in the Expression of Interest. Once the EOI process has been completed, we will bring together the selected organisations to discuss comparable posts. In that way we hope organisations can work together to try to avoid too big a difference between posts being hosted by different employers.

What does the budget cover?

Each role has a budget attached to it. This needs to cover all the costs associated with the post: salary, employment costs, travel, management, etc.

Does the budget include VAT / does VAT apply?

At this stage we are seeking clarification on this point but for the purposes of your Expression of Interest, please work on the assumption that VAT is excluded (i.e. you don't need to provide for it in your proposed budget.)

Who would the funding agreement / contract be with? Is the money coming from Macc?

Macc is simply helping to administer the Expression of Interest process as we believe it should be accessible and transparent while recognising that there are, as always, limitations in terms of time, money, etc. The funding will be coming from the Greater Manchester Integrated Care System (the new name for the GM Health and Social Care Partnership) and the agreement will be with them.

The roles are described as ‘permanent’. How long is the funding available for?

We have been advised that the funds for these roles are now recurrent within the GM NHS budget. We have not yet seen a proposal for the funding agreement / contract but we will be pressing for it to be for at least 5 years – with, of course, fair clauses about a break if delivery is unsatisfactory.

Please send any further questions to info@macc.org.uk and we will address them as quickly as possible.

Future plans

Leaders from some local VCSE organisations have been involved in this work (Manchester Mind, Gaddum, 42nd Street and LinguaGM) with the aim of opening up these opportunities to the wider sector and building an alliance of VCSE organisations working together in the field of mental health in Manchester. This is a long term strategic goal and this opportunity represents only an early step in the journey.

We recognise that is a relatively small and limited opportunity. We know there will be organisations who might be interested in collaboration but for whom this is not the right opportunity at the moment.

We are committed to working with a diverse range of VCSE organisations, including those that represent and serve communities that are currently under-represented in mental health services.

We are committed to making more opportunities like this available for a wide range of organisations.

In a spirit of “making what progress we can”, we have approached this work as a first step in the right direction, modelling a way of working and building towards our vision of greater collaboration in future.

Position:	Mental Health Link Worker
Hours:	35 hours per week
Contract:	Permanent
Budget:	£49,600 per year

Job Description

Summary of Main Duties and Responsibilities

Manchester Living Well Service is a new way of working, bringing collaborative working to the fore so that people with mental health issues – particularly people who often fall between secondary and primary care services can be better able to access support. Your role in the Living Well Teams will be integral in ensuring people get a warm welcome that they are treated with respect and are listened to and heard. You will ensure they get to the right service whether that is inside or outside Living Well. You will be part of a multi-disciplinary team and take part in the discussions about the type of support a person may need and you will be then instrumental in identifying where that might come from. You will also be able to offer support to individuals on a short-term basis especially if the help they need is around access. You will ensure that both internally and externally the service you deliver will be done in line with the principles of a trauma informed approach. Living Well is underpinned by the understanding that building trusting and kind relationships makes a difference. This role will be collaborative and create a sense of belonging where people feel able to contribute.

Main Duties

Providing support

- Build relationships with people who are referred into the service, taking on a small caseload of short-term support for people accessing the service through a range of referral routes.
- Challenge and advocate for people when appropriate, e.g. when stigma and discrimination are identified.
- Provide a trauma informed and a service that listens to the people you support.
- Support people in connecting to other services across a range of partners in the public sector and VCSE organisations.
- Identify additional needs that people have and to highlight them to Manchester Living Well Service.
- Provide outreach sessions when required.

Developing Living Well

- Build relationships with staff within Community Mental Health Teams and Primary Care Networks and foster supportive and productive relationships across the system.
- Work to gather knowledge of what services are available for people to access, building a culture of shared knowledge and intelligence with other members of the team.
- Contribute to ensuring the service is accessible by working with other frontline colleagues to ensure that barriers into the service are identified and actions put in place to address them.

General Responsibilities

- Work reflectively and attending regular supervisions and an annual appraisal.

- Be responsible for your personal and professional development, attending appropriate training and undertaking development activities as identified in collaboration with your line manager.
- Work as part of the wider Living Well team, upholding the Living Well values and contributing to the development of the Living Well approach.
- Support promotion of the service, including contributing to written materials.
- Support monitoring the impact of the service, gathering information as required.
- Contribute to the safe collection of people's stories and feedback for use as qualitative evidence of impact.
- Ensure data is managed in compliance with General Data Protection Regulations.
- Ensure you have good practical familiarity with safeguarding procedures and ensure that good safeguarding practice is in place at all times.
- Carry out any other duties required to ensure successful delivery of this project.

This job description may be subject to joint review from time to time between the post-holder and the employer.

Person Specification

Knowledge and Experience

- Experience of developing kind relationships to create a sense of belonging.
- Some knowledge of motivational Interviewing approaches and willingness to attend training.
- Experience of working with people who have lived experience of poor mental health.
- Good understanding/awareness of the experiences of people with mental health issues and the barriers that make things difficult.
- Knowledge of how you might deliver a service that is trauma informed.
- Knowledge of safeguarding principles and experience of following safeguarding processes.
- Experience of developing accessible referral routes into services.

Skills and Personal Qualities

- Ability to work collaboratively - generously sharing resources, skills and talents.
- Clear and meaningful communication skills - the ability to listen and enable people to feel heard, accepted and understood.
- Good IT skills, sufficient for producing reports/presentations, and for monitoring purposes.
- Ability to work in a strengths-based way that recognises the potential for individuals to develop and enable resilience.

Position:	Peer Support Co-ordinator
Hours:	35 hours per week
Contract:	Permanent
Budget:	£42,700 per year

Job Description

Summary of Main Duties and Responsibilities

Manchester Living Well Service is a new way of working, bringing collaborative working to the fore so that people with mental health issues – particularly people who often fall between secondary and primary care services can better access support. Lived experience of mental health issues is an important part of this service and in this role your lived experience would inform the support you would provide and contribute a different perspective within a multi-disciplinary team. You will provide a co-ordinating role for the peer support workers working within each area's Living Well team. You will provide some one-to-one support but also group peer support and you will work with your team to ensure they have the skills to manage the people being referred. Alongside all of your colleagues who have a role in the Living Well Teams, you will ensure people get a warm welcome, are treated with respect and are listened to and heard. You would take a lead on building relationships with other peer support groups and workers across the city. You will contribute to the promotion and understanding of the power of peer support. You will contribute to the development of a trauma informed approach both within the team and in the way the service is delivered. Living Well is underpinned by the understanding that building trusting and kind relationships makes a difference. This role will be collaborative and create a sense of belonging where people feel able to contribute.

Main Duties

Providing support

- Provide regular support and supervision to a team of peer support workers, ensuring they have access to clinical supervision, reflective practice and ongoing training.
- Support your team with identifying safeguarding concerns and acting on next steps
- Build a trauma informed approach to the delivery of peer support.
- Lead the work of the team in playing a full and confident role within the multi-disciplinary team across Living Well.
- Build relationships with other peer support initiatives across Manchester so that you can benefit from a mutually supportive community of practice and build an increased choice of peer support options for people.
- Develop relationships with relevant organisations, agencies and communities in order to increase the profile of Living Well Peer Support in Manchester.

Developing Living Well

- Build relationships with staff within Community Mental Health Teams and Primary Care Networks and foster supportive and productive relationships across the system.
- Work to gather knowledge of what services are available for people to access, building a culture of shared knowledge and intelligence with other members of the team.
- Contribute to ensuring the service is accessible by working with other frontline colleagues to ensure that barriers into the service are identified and actions put in place to address them.

General Responsibilities

- Work reflectively and attending regular supervisions and an annual appraisal.
- Be responsible for your personal and professional development, attending appropriate training and undertaking development activities as identified in collaboration with your line manager.
- Work as part of the wider Living Well team, upholding the Living Well values and contributing to the development of the Living Well approach.
- Support promotion of the service, including contributing to written materials.
- Support monitoring the impact of the service, gathering information as required.
- Contribute to the safe collection of people's stories and feedback for use as qualitative evidence of impact.
- Ensure data is managed in compliance with General Data Protection Regulations.
- Ensure you have good practical familiarity with safeguarding procedures and ensure that good safeguarding practice is in place at all times.
- Carry out any other duties required to ensure successful delivery of this project.

This job description may be subject to joint review from time to time between the post-holder and the employer.

Person Specification

Knowledge and Experience

- Lived Experience of mental health issues
- Experience of managing/supporting a team
- Experience of supporting the delivery of a project or service
- Knowledge and understanding of the principles and impact of peer support
- Knowledge or experience of the issues that people with lived experience of poor mental health face and the impact this has on their lives.
- Knowledge of how you might deliver a service that is trauma informed.
- Knowledge of safeguarding principles and experience of safeguarding processes.

Skills and Personal Qualities

- Ability to work collaboratively - generously sharing resources, skills and talents.
- Clear and meaningful communication skills - the ability to listen and enable people to feel heard, accepted and understood.
- Good IT skills, sufficient for producing reports/presentations, and for monitoring purposes.
- Ability to work in a strengths-based way that recognises the potential for individuals to develop and enable resilience.

Position:	Peer Support Worker
Hours:	35 hours per week
Contract:	Permanent
Budget:	£33,600 per year

Job Description

Summary of Main Duties and Responsibilities

Manchester Living Well Service is a new way of working, bringing collaborative working to the fore so that people with mental health issues – particularly people who often fall between secondary and primary care services can better access support. Lived experience of mental health issues is an important part of this service and in this role your lived experience would inform the support you would provide and contribute a different perspective within a multi-disciplinary team. You will provide some one-to-one support but also group peer support – hearing what people need and helping set goals and the steps needed to get to the goal or you will provide a valued listening ear. Alongside all of your colleagues who have a role in the Living Well Teams, you will ensure people get a warm welcome, are treated with respect and are listened to and heard. You would take a lead on building relationships with other peer support groups and workers across the city. You will contribute to the promotion and understanding of the power of peer support. You will contribute to the development of a trauma informed approach both within the team and in the way the service is delivered. Living Well is underpinned by the understanding that building trusting and kind relationships makes a difference. This role will be collaborative and create a sense of belonging where people feel able to contribute.

Main Duties

Providing support

- Facilitate regular peer support spaces which are inclusive, safe and take a trauma informed approach.
- Carry a small caseload, working with the support of the peer support co-ordinator.
- Identify any barriers and gaps in support and contribute to their removal.
- Liaise with GPs and other professionals as appropriate, within the context of confidentiality and in accordance with Living Well policies and procedures
- Build relationships with other peer support initiatives across Manchester so that you can benefit from a mutually supportive community of practice and build an increased choice of peer support options for people.

Developing Living Well

- Build relationships with staff within Community Mental Health Teams and Primary Care Networks and foster supportive and productive relationships across the system.
- Work to gather knowledge of what services are available for people to access, building a culture of shared knowledge and intelligence with other members of the team.
- Contribute to ensuring the service is accessible by working with other frontline colleagues to ensure that barriers into the service are identified and actions put in place to address them.

General Responsibilities

- Work reflectively and attending regular supervisions and an annual appraisal.

- Be responsible for your personal and professional development, attending appropriate training and undertaking development activities as identified in collaboration with your line manager.
- Work as part of the wider Living Well team, upholding the Living Well values and contributing to the development of the Living Well approach.
- Support promotion of the service, including contributing to written materials.
- Support monitoring the impact of the service, gathering information as required.
- Contribute to the safe collection of people's stories and feedback for use as qualitative evidence of impact.
- Ensure data is managed in compliance with General Data Protection Regulations.
- Ensure you have good practical familiarity with safeguarding procedures and ensure that good safeguarding practice is in place at all times.
- Carry out any other duties required to ensure successful delivery of this project.

This job description may be subject to joint review from time to time between the post-holder and the employer.

Person Specification

Knowledge and Experience

- Lived Experience of mental health issues
- Knowledge or experience of the issues that people with lived experience of poor mental health face and the impact this has on their lives.
- Knowledge and understanding of the principles and impact of peer support
- Knowledge of how you might deliver a service that is trauma informed.
- Knowledge of approaches to involvement of people in the planning, design and delivery of services
- Knowledge of safeguarding principles and experience of safeguarding processes.

Skills and Personal Qualities

- Ability to work collaboratively - generously sharing resources, skills and talents.
- Clear and meaningful communication skills - the ability to listen and enable people to feel heard, accepted and understood.
- Good IT skills, sufficient for producing reports/presentations, and for monitoring purposes.
- Ability to work in a strengths-based way that recognises the potential for individuals to develop and enable resilience.

Position:	Welfare Advice Caseworker
Hours:	35 hours per week
Contract:	Permanent
Budget:	£42,700 per year

Job Description

Summary of Main Duties and Responsibilities

Manchester Living Well Service is a new way of working, bringing collaborative working to the fore so that people with mental health issues – particularly people who often fall between secondary and primary care services can be better able to access support. Your role in the Living Well Teams will be integral in ensuring people get a warm welcome that they are treated with respect and are listened to and heard. We know that poverty and mental health are linked and that is why within this team we want to make access to good quality advice work easier. Housing issues, debt and lack of money can cause or exacerbate mental health issues and by alleviating this stress we hope to ensure that any other support available will be more helpful. You will work with staff within the Living Well Team to create accessible referral pathways and then hold a caseload. You will work with people from application to appeal if required and work collaboratively with your colleagues. You will ensure that both internally and in the service you deliver will be done in line with the principles of a trauma informed approach. Living Well is underpinned by the understanding that building trusting and kind relationships makes a difference. This role will be collaborative and create a sense of belonging where people feel able to contribute.

Main Duties

Providing support

- Provide advice on income, debts, benefits and housing issues as required to people who are accessing Manchester Living Well Service.
- Support people to maximise their income from their benefits: assisting in the completion of benefit questionnaires, providing advocacy and support for people at reviews, reconsiderations and appeals when necessary, including representing at tribunal hearings
- Support people to manage their debts through assessing income and expenditure, advising on possible debt management solutions, and, if required, negotiating with creditors.
- Support people with reliable advice, information, and assistance on housing and homelessness-related issues.
- Use a range of means for support including face-to-face appointments, phone and email - being led by what is most accessible for the person being advised.
- Refer or signpost people to other professionals or agencies as appropriate
- Ensure your knowledge of legislation and case law relating to welfare benefits, debt, and housing is kept up to date.
- Share your knowledge and provide a consultancy role on benefits, debt and housing issues to other members of the Living Well team.

Developing Living Well

- Build relationships with staff within Community Mental Health Teams and Primary Care Networks and foster supportive and productive relationships across the system.

- Work to gather knowledge of what services are available for people to access, building a culture of shared knowledge and intelligence with other members of the team.
- Contribute to ensuring the service is accessible by working with other frontline colleagues to ensure that barriers into the service are identified and actions put in place to address them.

General Responsibilities

- Work reflectively and attending regular supervisions and an annual appraisal.
- Be responsible for your personal and professional development, attending appropriate training and undertaking development activities as identified in collaboration with your line manager.
- Work as part of the wider Living Well team, upholding the Living Well values and contributing to the development of the Living Well approach.
- Support promotion of the service, including contributing to written materials.
- Support monitoring the impact of the service, gathering information as required.
- Contribute to the safe collection of people's stories and feedback for use as qualitative evidence of impact.
- Ensure data is managed in compliance with General Data Protection Regulations.
- Ensure you have good practical familiarity with safeguarding procedures and ensure that good safeguarding practice is in place at all times.
- Carry out any other duties required to ensure successful delivery of this project.

This job description may be subject to joint review from time to time between the post-holder and the employer.

Person Specification

Knowledge and Experience

- A minimum of 2 years' experience of delivering advice in welfare benefits, debt and housing categories of law in a way that supports people to access their rights and entitlements.
- Successfully completed MAS/MaPS money advice accredited learning at Advice level (or a commitment to work toward it)
- Knowledge of the impact of mental health issues on people's lives
- Knowledge of how you might deliver a service that is trauma informed.
- Knowledge of safeguarding principles and experience of following safeguarding processes.

Skills and Personal Qualities

- Ability to work collaboratively - generously sharing resources, skills and talents.
- Clear and meaningful communication skills - the ability to deliver complex information in plain language and to listen, enabling people to feel heard, accepted and understood
- Ability to challenge or empower people to challenge in order to obtain their rights and entitlements
- Good IT skills, sufficient for producing reports/presentations, and for monitoring purposes
- Ability to work in a strengths-based way that recognises the potential for individuals to develop and enable resilience.

Position:	Volunteering Worker
Hours:	21 hours per week
Contract:	Permanent
Budget:	£25,900 per year

Job Description

Summary of Main Duties and Responsibilities

Manchester Living Well Service is a new way of working, bringing collaborative working to the fore so that people with mental health issues – particularly people who often fall between secondary and primary care services can better access support.

Living Well is underpinned by the understanding that building trusting and kind relationships makes a difference. This role will be collaborative and create a sense of belonging where people feel able to contribute.

Main Duties

Providing support

- Work with local VCSE organisations to develop inclusive volunteering opportunities for people with lived experience of poor mental health
- Promote and market volunteering opportunities through relevant partners and their communication channels e.g. other Living Well partners and Volunteer Centre Manchester.
- Ensure recruitment aims to be inclusive and reaches diverse communities in Manchester
- Respond to volunteering inquiries and provide information and guidance about relevant opportunities and recruitment processes
- Convene events and activities that bring volunteers together to capture feedback on good practice in creating supportive volunteering opportunities
- Provide training for volunteer involving organisations on policies and procedures, confidentiality, and best practice in working with individuals with mental health needs
- Contribute to sharing good practice in volunteering through the Volunteer Coordinators' Forum hosted by Volunteer Centre Manchester
- Collaborate with other VCSE organisations in a programme of volunteer recognition events and activities to acknowledge and celebrate the contributions of volunteers connecting to activities such as Volunteers Week and World Mental Health Day.

Developing Living Well

- Build relationships with staff within Community Mental Health Teams and Primary Care Networks and foster supportive and productive relationships across the system.
- Work to gather knowledge of what services are available for people to access, building a culture of shared knowledge and intelligence with other members of the team.
- Contribute to ensuring the service is accessible by working with other frontline colleagues to ensure that barriers into the service are identified and actions put in place to address them.

General Responsibilities

- Work reflectively and attending regular supervisions and an annual appraisal.
- Be responsible for your personal and professional development, attending appropriate training and undertaking development activities as identified in collaboration with your line manager.
- Work as part of the wider Living Well team, upholding the Living Well values and contributing to the development of the Living Well approach.
- Support promotion of the service, including contributing to written materials.
- Support monitoring the impact of the service, gathering information as required.
- Contribute to the safe collection of people's stories and feedback for use as qualitative evidence of impact.
- Ensure data is managed in compliance with General Data Protection Regulations.
- Ensure you have good practical familiarity with safeguarding procedures and ensure that good safeguarding practice is in place at all times.
- Carry out any other duties required to ensure successful delivery of this project.

This job description may be subject to joint review from time to time between the post-holder and the employer.

Person Specification

Knowledge and Experience

- Experience in working with and supporting volunteers
- Knowledge or experience of the issues that people with lived experience of poor mental health face and the impact this has on their lives.
- Knowledge of how you might deliver a service that is trauma informed.
- Knowledge of approaches to involvement of people in the planning, design and delivery of services
- Knowledge of safeguarding principles and experience of safeguarding processes.

Skills and Personal Qualities

- Ability to work collaboratively - generously sharing resources, skills and talents.
- Clear and meaningful communication skills - the ability to listen and enable people to feel heard, accepted and understood.
- Good IT skills, sufficient for producing reports/presentations, and for monitoring purposes.
- Ability to work in a strengths-based way that recognises the potential for individuals to develop and enable resilience.