



Forensic
Intensive
Recovery
Support
Team
(FIRST)
Administration Team

Become a part of
Team BSMHFT

**WE
ARE
HIRING**

Candidate
information pack



Contents

About us

Our Trust values

Welcome message

About FIRST

What is it like working for FIRST ?

Diversity and inclusion

Our offer to you

Health and wellbeing of colleagues

Work-life balance

Flexible and part-time working

Pay pension, annual leave

Contact us

Thank you for taking an interest in these exciting roles that will provide career opportunities in Birmingham and Solihull Mental Health NHS Foundation Trust.



About us

Birmingham and Solihull Mental Health NHS

Foundation Trust (BSMHFT) provides a comprehensive health care service to those people living in Birmingham and Solihull who are experiencing mental health problems. Our Trust was established as Birmingham and Solihull Mental Health NHS Foundation Trust on 1 July 2008. Prior to us becoming a foundation trust our organisation had been created on 1 April 2003 through the merger of the former North and South Birmingham Mental Health NHS Trusts, which included mental health services for Solihull. We serve a culturally and socially diverse population of over a million, spread over 172 square miles, have an annual budget of in excess of £230 million, and a dedicated workforce of more than 4,000 staff – making us one of the largest and most complex mental health foundation trusts in the country. Our catchment population is diverse and characterised in places by high levels of deprivation, low earnings, and unemployment.

These factors create a higher requirement for access to health services and a greater need for innovative ways of engaging people from the most affected areas. As a foundation trust, we have more financial control over the services we provide, allowing us to provide even better services and to involve our local communities in the bigger healthcare decisions that we make. It helps us to actively engage our staff in shaping how BSMHFT is run, making sure the views of service users and their carers and families are central to everything we do, and better understand the different needs of our diverse communities to create services more in tune with local needs.



Our Trust values

Our values are our guide to how we treat ourselves, one another, our service users, families and carers, and our partners.



Compassionate

- Supporting recovery for all and maintaining hope for the future.
- Being kind to ourselves and others.
- Showing empathy for others and appreciating vulnerability in each of us.



Inclusive

- Treating people fairly, with dignity and respect.
- Challenging all forms of discrimination.
- Valuing all voices so we all feel we belong.

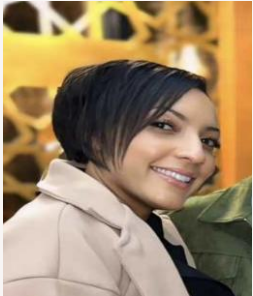


Committed

- Striving to deliver the best work and keeping service users at the heart.
- Taking responsibility for our work and doing what we say we will.
- Courage to question to help us learn, improve and grow together.



Welcome message from Dianna Dass-Farrell and Maggiie Jones



Dianna Dass-Farrell is the Clinical Service Manager for FIRST.

Dianna provides oversight and clinical accountability for the clinical service delivery for FIRST.

‘Thank you for considering joining FIRST for your next role.

FIRST provide high quality, evidence based mental health care in the community for individuals discharged from secure care, who have complex mental health problems and significant risk histories.

Our service acts as an enhanced community pathway that prevents escalation of need at the earliest point of risk in a person’s pathway. We support people towards optimising their mental and physical recovery; living as safe and fulfilling lives as they can, in the way they chose.

We are a warm, welcoming and dynamic service. Our teams are forward thinking, and recovery focused.

If you are looking for a role where your career and skills will flourish, please continue reading and don’t hesitate to submit your application.’



Maggiie Jones is the Clinical Data and Administration Manager for FIRST.

Maggiie provides line management, guidance and support to a team of administrators and medical secretaries at FIRST. She is a member of the Senior Leadership Team and PA to Dianna Dass-Farrell.

I have worked in the FIRST service as Administration Manager and PA to the Clinical Services Manager since 2020 and I can honestly say it has been the most enjoyable and rewarding role to date in my 20 years of working in BSMHFT. I commenced my career in BSMHFT in 2005 at Reaside Clinic working across many departments including Psychology, Occupational Therapy and the Nurse Management team before making the brave step progressing into management. I have been supported by the service to develop my career and have obtained my Level 5 Diploma in Operational Management and Leadership, which has helped equip me with the knowledge and skills to support and lead my team.

I pride myself on being a supportive manager and strive to enable my team to work to their best potential, to help them develop personally and professionally to progress in their careers.

[Contents](#)



About FIRST

FIRST is a specialist community forensic mental health service.

We provide a range of medical, psychological, and social interventions in the management of forensic mental disorders.

We monitor, support, and provide care for people discharged from secure units who are unsuitable for general community mental health services.

We monitor the mental health of patients who have been assessed as being at risk of a serious mental illness relapse and assist in the development of proactive management plans.

We undertake needs and risk assessment of service users and develop individualised programmes of care.

Together with primary care services, we support with maintaining optimal physical health.

We offer advice on the use of medication and monitor patients' progress on drug regimes.

We act as social and medical supervisors for restricted patients in conjunction with the Ministry of Justice.

FIRST support service users to live positive lives in the community using a recovery-based approach.

Our service consists of multiple disciplines which include:

- Administrators
- Social workers
- Approved Mental Health Practitioners
- Consultant Psychiatrists
- Occupational Therapists
- Psychologists
- Peer Mentors
- Support, Time & Recovery (STR) Workers
- Technical Instructors
- Individual Placement Support worker
- Advanced Nurse Practitioner
- Community Psychiatric Nurses
- Family and Carer Lead



What is it like working for FIRST?

'I have worked as a member of FIRST since 2016 where I joined as a Band 6 CPN. In 2021 I was successful in gaining the position of CPN and STR Worker Manager, and in 2023, I became the Hub Manager for FIRST.

My experience of working with FIRST has been extremely positive. The team is comprised of fantastic, compassionate professionals who support each other and work together to get the best outcomes for service users.

We function as a large, integrated team with numerous support mechanisms in place to ensure our colleagues are happy and healthy. These range from Clinical and management supervision, case busting, reflective sessions and both peer and group supervision.

As a committed and integrated team, we focus on supporting and developing our workforce to ensure they have the best possible experience working within FIRST.

I have had the opportunity to manage a caseload, collaborate with MDT members to help improve people's lives and advance in my career.

I would recommend FIRST as a place to work, learn and develop'



Jodi Trainor

FIRST Hub Manager

Jodi provides professional clinical leadership and management to staff and leads across FIRST



About FIRST Admin Team

We are a diverse and friendly group of administrators who work with the clinical staff and service users in the FIRST service. The admin team currently consists of three medical secretaries, two team administrators and an administration manager and are based across three locations, Reaside Community Services Building, Ardenleigh Thomas Telford House and St Andrews Hospital. We each bring our own set of skills, so if there is something that you need to know or need doing, be assured that between us we will get this done as we share many years of varied experience.



Although we each have our own specific roles, teams to support, and are not all based at the same location, we all communicate and work together to support each other and often meet up in person to ensure that we all feel that we are one administration team.

Here, admin are more than 'just admin' and are often involved in service wide workstreams to develop areas of processes, policies and recovery

The admin team are very much at the centre of the service, and we are valued by all who work with us.



What is it like working for FIRST as an administrator/Medical Secretary?

I started working for the FIRST team at St Andrews about 4 years ago as an administrator for the team, when the service was first commissioned. The members of our team have made me feel really welcome in my role.

We support each other in any way that we can. Our admin manager is also very supportive in developing me in my career.

I have worked in the mental health setting before however this is my first role in forensic mental health. I find the role very interesting, learning new things every day. It's also been nice watching the FIRST team grow in size.

Mandy Morris

Team Administrator for FIRST St Andrew's Team.

My role as a Medical Secretary started in 2017 at the very beginning of the FIRST service being set up. I came from the Learning and Development team within BSMHFT. I have watched the team grow and the patient caseload expand from 10 to 100+.

Since working within the team, I have worked for numerous consultants and have gained a lot of experience along the way. I have had opportunities to attend and enrol onto external and internal courses to gain qualifications to support me within my role.

The team are supportive, approachable, friendly and a fun bunch to be a part of.

Chloe Rock

Medical Secretary for

FIRST Men's MDT



What is it like working for FIRST as an Administrator/ Medical Secretary

I have worked in the FIRST service for almost 2 years and can honestly say that it was the best career decision I ever made. From the very first day, I was made to feel part of the team and very appreciated. My role is varied and there are never two days the same, which makes my role interesting and fulfilling. We are a great team to work with, and really do look out for each other.

Kelly Packer

Team Administrator at Reaside Community Services Building base

I have been working for BSMHFT for over 4 years now. I am a medical secretary for the FIRST St Andrews Team. I have 30 years' experience as a medical secretary working within the NHS in a variety of specialties. I can honestly say working in mental health has been one of the most rewarding posts I have ever done, and I am proud to say that I am part of a Team who are dedicated in providing a service to support service users in the community.

Julie Melville

Medical Secretary at FIRST St Andrews

Contents

I have worked for the Women's FIRST team, at the Ardenleigh base, as a Medical Secretary since June 2019. Prior to working for BSMHFT, I worked in various roles for Birmingham City Council. At first, I thought I was in over my depth and that I would never get the hang of the processes, however, as I started to learn, and with plenty of help and advice from my colleagues, I soon began to find my feet and have never looked back. The work is varied and interesting and the team I work for are fantastic and supportive. We all help each other within the admin team, whether it is to cover taking minutes of meetings or covering the phones of other teams. We hold a monthly admin meeting to discuss any issues and to hear what is happening across the sites. No two days are the same, and that is how I like it.

Wanda Harris

Medical Secretary for FIRST Women's MDT & Psychology Team



Diversity and inclusion

Here at BSMHFT we strongly believe in the principles of inclusion and belonging, not only in our service delivery but also in the ways we work together. Through our Value Me approach we have advocated the importance of understanding people for who they are and the lived experience they bring, applying this to everybody, colleagues, service users and our local communities, really fostering a place where people can truly be themselves.

Are you looking at this role but feeling you don't meet 100% of the requirements? Studies have shown that women and people from racialised communities are less likely to apply to jobs unless they meet every single qualification and all the criteria. At BSMHFT we are dedicated to building a diverse, inclusive, and authentic workplace so if you are excited about this role, but your experience does not align perfectly with every

requirement in the job description, we encourage you to get in contact for a discussion or simply apply anyway. You might just be the right candidate for this or other roles.

Take a look at our latest reports on [equality, diversity and inclusion on our Trust website](#).



Our offer to you

You will be part of a Trust whose values are Compassionate, Inclusive and Committed. FIRST lives these values and welcomes all new recruits with a bespoke induction package.

We pride ourselves on developing staff and students that join us for their placements.

All staff regardless of grade and experience receive and have access to supervision, reflective practice, annual development appraisals, and opportunity for coaching and mentoring.

In addition to the mandatory training there are opportunities internally for work-based learning programmes, leadership and management training and administration skills training.



The health and wellbeing of our colleagues is extremely important to us

We want to look after our staff as well as we can, and we have created a package of financial and health and wellbeing initiatives that are unique to our Trust.

As well as the NHS pension scheme and NHS discounts available to all those in the NHS, we offer:

- Salary sacrifice car benefit scheme.
- [Vivup](#) – a staff benefits and wellbeing portal which also gives access to discounts across the UK's major retailers.
- Excellent discounts for National Express travel.
- Access to our Employee Assistance Programme – a free, confidential service offering guidance and support 24 hours a day whatever your concern.
- 'Take a Moment' rooms for you to take a break during your working hours.
- A free physiotherapy service.
- Free online yoga sessions.



Work-life balance

We are committed to creating a working environment where you can successfully balance your working and home lives. We understand that traditional work patterns do not suit everybody. We aim to be as flexible as possible, considering options that include variable hours and part-time working. We take health and wellbeing seriously. There is support and advice from our occupational health provider, this includes 24-hour confidential and independent information and emotional support and more.

[Contents](#)





Flexible working

We are committed to offering a range of flexible working options as part of your standard working arrangements. Some examples of our flexible working options are described below.

Flexible hours – within service requirements, we can be flexible with start and end times for work.

- Term time only contracts – allows you to work in term time only but be paid throughout the year in equal monthly payments.
- Compressed hours – working full-time hours but over fewer days

Part-time working

Working less than full-time hours (usually by working fewer days).





Pay and starting salary

We offer competitive rates of pay and our reward and recognition systems operate in an equitable, fair, transparent, and objective way. Our pay scales include pay progression in accordance with the [Agenda for Change 22/23 NHS Pay Scales](#). New employees normally start at the bottom of the appropriate grade, although the recruiting manager can recommend a higher starting salary by considering relevant skills and experience.

Pension

As soon as you start with us, you will automatically become a member of the NHS Pension Scheme, if eligible.

Annual leave

We have a generous annual leave entitlement of 27 days per year, rising to 29 days after five years of service and 33 days after completing 10 years of service.

In addition, you will be entitled to eight bank holidays per year. Leave is pro-rata for part-time workers.

If you have been employed by the NHS before joining us and your previous service is counted towards your higher leave entitlement.