

**NORTH
POINT**



CEO



Chair's Welcome

Thank you for your interest in becoming our new Chief Executive.

Northpoint Wellbeing plays a key role in supporting mental health and wellbeing in Leeds, Calderdale, and York. We're one of the largest charitable providers of therapeutic services in the region, working with over 5,000 adults and children & young people each year. Our mission is to improve access to talking therapies and psychological support, so that more people get the help they need in a timely fashion. The charity's work is funded primarily through contracts with the NHS, local authorities, and schools, and our relationships with funders and commissioners have seen Northpoint grow significantly over the last decade, offering a greater range of services and helping more people in need. Our collaborative and transparent approach, together with skilled and responsive staff, mean that we have an important role to play in working alongside statutory providers to add capacity, fill gaps in provision, develop/pilot innovative approaches, and deliver better outcomes for service users.

Our skilled therapeutic practitioners are experienced and effective in supporting clients with a range of mental health issues, and we have a strong and proven track record of positive outcomes for our service users. We work in clinics, GP practices, schools, and children's centres, offering a range of treatment modalities including counselling and other exploratory therapies, cognitive behavioural therapy (CBT), eye movement desensitisation reprocessing (EMDR), and psychologically-informed mental health support.

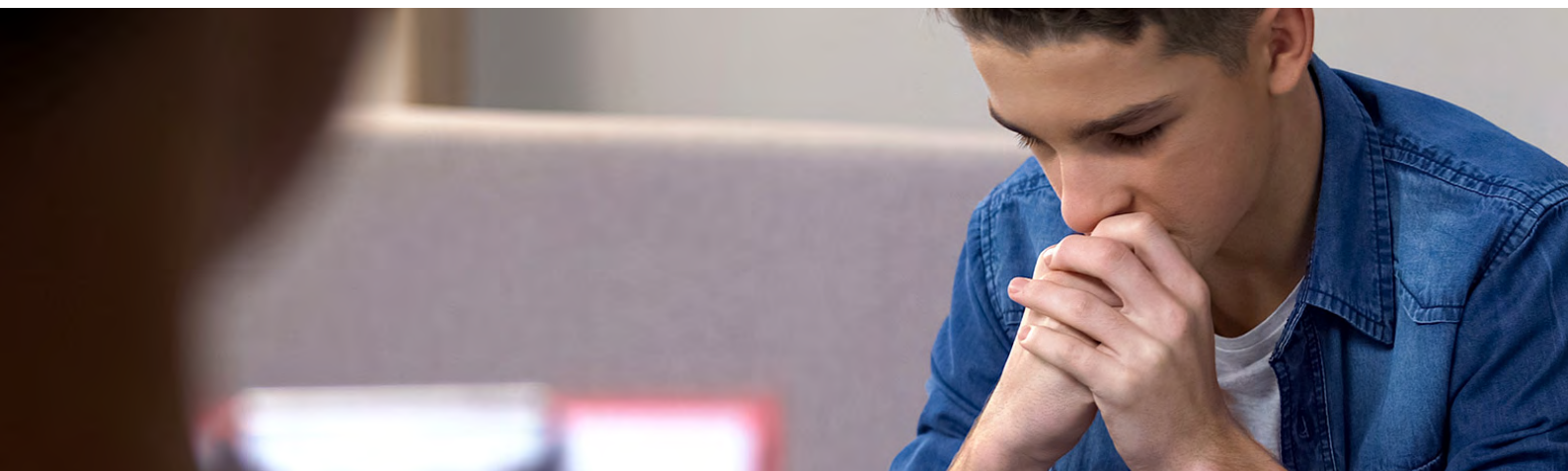
Our current CEO, Jon Davis, is stepping down after 16 years in the role and we are looking for a committed and pragmatic leader to consolidate recent growth while expanding the charity's work still further. We are at a good stage in our funding cycle, and our annual turnover is expected to be £6.5M in the coming 12 months. We have contracts in place for the medium-term and substantial reserves, and a strong reputation for service delivery.

We're looking for a progressive leader with experience of running a similar-sized organisation or service portfolio, who can take our charity forward. Strategic in your outlook, you will bring the ability to translate vision into operational plans for service delivery. You will be commercially aware, and able to work with our managers to navigate the dynamic external landscape of NHS & Local Authority commissioning. At the same, you'll be able ensure our internal systems and processes are strengthened so that the therapeutic work we do is managed appropriately.

You'll bring enthusiasm, energy, and resilience, along with empathy and sensitivity to the challenges of delivering mental health support to our communities. You'll be imaginative in your approach, smart in your thinking, collaborative and inclusive in your leadership, and passionate about making the organisation stronger and more wide-reaching in its work. If you are excited by the opportunity to join us, I'd love to hear from you.

Best wishes

Jane Williams (Chair of Trustee Board)



About Us

Northpoint Wellbeing's mission is to increase access to talking therapies and emotional support services for children, young people and adults. Our vision is a society where people experiencing mental health problems, distress, or disturbance can receive the support they need at the time they need it.

We deliver therapeutic services, in a safe space, for those experiencing mental health problems or emotional distress - we seek to ensure people are supported in a timely manner with the help they might need. All our services are designed to help our clients better understand the issues they are experiencing, consider choices and solutions open to them, and take steps towards making changes.

Established in 1996, the charity now has an annual turnover of over £6.5m, with 160 staff, working mainly in Leeds and Calderdale, with some service provision in York and Doncaster. Our significant growth over the past 15 years is testament to our track-record in delivering services in a flexible, responsive, and innovative way, and in responding to the changing needs of communities and funders.

Northpoint is an accredited service of the British Association for Counselling & Psychotherapy (BACP). We are committed to professional clinical work, and a thoughtful and skilled approach to clients and their issues. All frontline staff receive external clinical supervision, and many of our staff are accredited with professional bodies including BACP, BABCP, UKCP, and HPC. As a registered Charity it is managed by a small voluntary Trustee Board with members drawn from a range of professional backgrounds.

Among our local funders, we have a reputation for responding fast and effectively to develop new services and address gaps in the wider mental health system. We've also partnered with digital providers like SilverCloud Health and IESO to ensure our clients get access to a wider range of support options.

A collaborative provider, we work closely with statutory services, and have built solid relationships with colleagues in NHS Trusts and Local Authorities. Leeds has a well-established and extensive Third Sector, of which Northpoint is an active member. We believe partnerships between NHS and Third Sector providers like Northpoint are key to delivering our mission.

We pride ourselves on our communication, being open, honest and transparent with clients, commissioners, and staff. We have been particularly active in the management of waiting times in some of our services, introducing a more transparent way of measuring these and developing innovative solutions to reduce them. We believe that we add value to mental health provision in our communities, and are keen to effectively negotiate social and financial challenges currently unfolding, whilst also growing further over the next 3-5 years.



Northpoint's current service portfolio comprises:

- Leeds Mental Wellbeing Service – mental health support in primary care & IAPT-mandated therapy for adults, as part of a consortium of providers lead by Leeds Community Healthcare NHS Trust (65 staff)
- Healthy Minds Leeds – bespoke mental health triage & assessment services for individual GP Primary Care Networks in Leeds, including Leeds Student Medical Practice (7 staff)
- Open Minds Calderdale - a First Point of Contact for all non-urgent CAMHS referrals in Calderdale and treatment for children & young people with mild-moderate mental health issues (25 staff)
- Mental Health Support Teams Calderdale – school-based emotional health support for pupils, funded through NHS England (14 staff)
- Leeds Mindmate Wellbeing Service – therapy for pupils and parents in over 150 Leeds schools, funded by schools and Leeds Clinical Commissioning Group (35 staff)
- School counselling in York & Doncaster – small school counselling services with some York and Doncaster schools (3 staff)
- Early Start Counselling - for parents/carers in children's centres in disadvantaged areas of Leeds, through Leeds City Council (5 staff)
- Mondays & Thursdays@Northpoint - support services for adults who have experienced sexual abuse as children (2 staff)
- Leeds Therapy Centre - counselling for private clients and local employees (3 staff).

All our services, with the exception of Mondays & Thursdays@ and Leeds Therapy Centre are funded through contracts with the local NHS or Local Authority, and the charity ensures that all contracts support recovery of our central overheads. All of our contracts are mid-cycle, performing well, with a further 2-3 years to run in most cases.



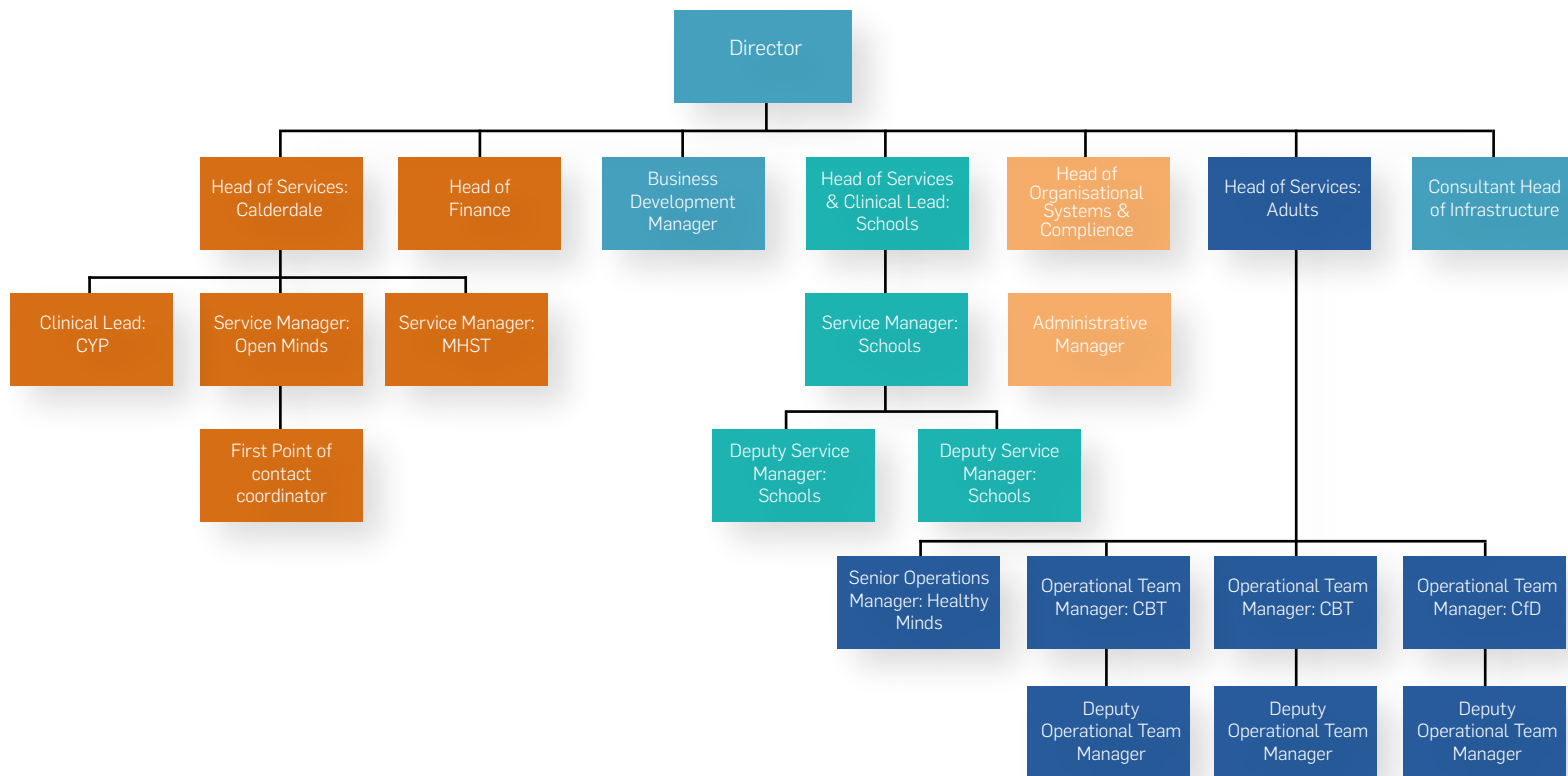
Our Team

We have a motivated, committed workforce with high levels of positive engagement with the charity's work and values – professional, responsive, collaborative, transparent.

Our 150 frontline staff come from different professional backgrounds. Many are qualified counsellors, but we also employ Cognitive Behavioural Therapists, CAMHS practitioners, and unqualified mental health practitioners, as well as trainee therapists. Our staff work from our bases in Leeds and Halifax town centres, but also in GP practices, health centres, schools, and children's centres in Leeds, Calderdale, York, and Doncaster. Since 2019, many of our staff have been working remotely, and this is likely to continue for the time being.

Around 15% of staff are from a BAME background, and we have several initiatives in place to increase diversity and address inequalities in the provision of our services. For example, we have established a diversity & inclusion group for staff, are funding a bursary programme for trainee counsellors from BAME backgrounds, and are holding a series of restorative conversations on race and diversity across the organisation.

The charity has a clear management structure, and promotes a style of management where managers are alert to, and address, issues as soon as possible and in a way which helps the staff, service, and organisation to function well.



Northpoint managers value getting to know staff, particularly understanding their approach to their work and response to working with the demands of clients in need, or, for other staff, the demands of maintaining our infrastructure. Northpoint managers believe that working with staff to find out how the work impacts them is essential in establishing a relationship where these experiences can be articulated, better understood, and less likely to drive unrealistic demands of staff, managers and the organisation.

The charity places a high priority on ensuring staff can rely on the context needed to do their work -that the places, equipment, and systems necessary for work, reflection and development are in place (e.g. clinic space, supervision space, line-management, staff team meetings, IT systems and support, access to information tools/ stationery, HR processes etc).

Northpoint's expansion has been testament to the hard work, skill, and commitment of its staff and managers, and we want to maintain those aspects of our culture as we grow further.

Role Description

Overview of the role: Northpoint Wellbeing is an established and respected service provider in the areas in which it currently operates (mainly Leeds and Calderdale). The Chief Executive will be the accountable leader for the organisation, and expected to maintain the excellent reputation and high clinical standards. There are significant changes ahead in service commissioning, particularly in the NHS, and the chief executive must be able to respond proactively to the opportunities and challenges ahead.

Key Responsibilities

- Lead on developing & implementing the strategic vision for Northpoint, in line with its stated charitable purpose to promote mental wellbeing.
- Ensure Northpoint continues to provide & develop safe and effective mental health support and therapy services that meet the emotional wellbeing and mental health needs of children, young people and adults across Leeds, Calderdale, York, and surrounding areas.
- Ensure the organisation is financially sustainable, and lead on expanding and diversifying the organisation's income streams.
- Ensure the organisation meets its contractual requirements and maintains appropriate professional and clinical standards.
- Ensure the organisation meets the necessary legal requirements in relation to company and charity law.
- Sustain and develop the values-based ethos at the core of all Northpoint's work - client focused, committed, responsive, and supportive.
- Ensure that Northpoint retains our ability to be an agile and responsive organisation, while ensuring the organisation offers a good working experience for all staff.

Strategic vision

- Work with the Board and the wider organisation to ensure the vision for the charity is regularly reviewed, communicated, owned, and implemented.
- Update the charity's strategic plan and risk register, and ensure regular review, in partnership with the Board.
- Ensure that actions supporting the delivery of the strategic plan are designed and implemented across the charity's service areas.
- Ensure the Board has access to relevant information, including Board reports for meetings, to enable them to monitor the implementation of the charity's strategic plan and to review risk.
- Strengthen & develop partnerships with the full range of commissioners (primarily ICS/CCGs/Local Authorities/NHS Trusts) and delivery partners to ensure that we improve the range, accessibility, & effectiveness of therapeutic & preventative services available to people experiencing emotional distress.
- Engage proactively in the strategic development of mental health services across Leeds, and liaise at a strategic level with other provider representatives and service commissioners in the city.
- Raise the profile of Northpoint across Leeds, Calderdale, York, and surrounding district and highlight the mental health needs presenting to our services.

Service provision

- Provide line-management and direction to Northpoint's Senior Management Team.
- Ensure that operational plans – in line with the strategic direction – are developed and implemented.
- Ensure Northpoint provides accessible, safe, and effective mental health support and therapy services, with a particular focus on addressing barriers experienced by marginalised groups.
- Ensure systems are in place to manage, supervise, support, monitor, and evaluate services provided by Northpoint.
- Ensure that Northpoint complies with all contractual, regulatory and professional body (BACP) requirements in terms of its service provision, and that the charity has an appropriate policy framework in place to support service delivery.
- Lead on the safeguarding of vulnerable adults and children and ensure the organisation is compliant with safeguarding requirements.
- Keep up to date with changes in legal and regulatory issues relevant to the work of a charity.
- Keep up to date with current practice issues and ensure that practice within the services remains client-focused and innovative.
- Nurture and sustain a positive, friendly and welcoming culture throughout the organisation.

Finance

- Work with the Finance Manager and Treasurer to ensure the organisation is financially solvent, sustainable and well-managed, with an appropriate financial infrastructure in place.
- Oversee the preparation of the charity's annual budget by the Finance Manager.
- Attend regular finance meetings with the Finance Manager to support the development of financial reports for the Board and annual reports.
- Engage in the scrutiny of the charity's quarterly management accounts prepared by the Finance Manager, and work with Senior Management Team to address any issues arising.
- Maintain a positive and collaborative relationship with commissioners and other key funders.
- Sustain the organisation's partnerships with voluntary and statutory services and seek opportunities to forge new relationships that strengthen income generation to support Northpoint's work.
- Work with the Business Development Manager to ensure Northpoint's financial sustainability and growth, through maximising income from existing service contracts and identifying new sources of funding; contributing to writing bids, tenders and applications as required.

Values

- Provide leadership to ensure focus on the vision and strategy of Northpoint, and to encourage, motivate, support and inspire staff.
- Work with the Senior Management Team to build on existing mechanisms to strengthen and communicate a values-based ethos at the core of all Northpoint's work - client focused, committed, responsive, and supportive.
- Ensure the organisation's work on diversity & inclusivity delivers tangible results (including more accessible services and a more diverse & culturally aware workforce).
- Support the development & promotion of Northpoint's brand.

Organisational

- Ensure the organisation's infrastructure (premises, IT, equipment, systems, processes) are developed in pace with a growing charity, continuing to support staff and effective service delivery.
- Work with the charity's Clinical Leads and Head of Systems on the formation and review of organisational policies and procedures (incl. clinical risk, GDPR etc).
- Ensure progressive staff development, including support and supervision, annual appraisals, involvement in meetings, staff training and ongoing team development.
- Ensure all contractual obligations are met by Northpoint as an employer, and lead on HR issues, with support from Northpoint's external consultants.
- Support the Board to maintain a register of risks.

Part One: Training, Experience & Qualifications

Essential

- Experience of providing inspiring, resilient leadership to, or within, an organisation.
- Educated to degree level or above (or equivalent).
- Experience of leading, supporting, inspiring, and managing people, including experiencing of developing a senior team.
- Experience of operating at a senior level in an organisation and applying strategic thinking.
- Experience of relationship-building with different partner organisations.
- Experience of developing, monitoring and evaluating services.
- Experience of managing risk – financial/organisational/clinical – through assurance & governance structures & mechanisms.
- Experience of working with a Board of Directors or Trustees.

Desirable

- Experience of the charitable sector.
- A professional qualification in psychological therapy or similar relevant qualification.
- Accredited training in managing or leading an organisation.

Part Two: Knowledge & understanding

Essential

- An understanding of issues around psychological distress and mental health problems for children & young people and adults.
- Understanding of charity and company governance.

Desirable

- Knowledge of statutory and other third sector organisations working in mental health in the Leeds/Calderdale/West Yorkshire area.
- Knowledge of safeguarding practice.



Skills and competencies

Essential

- The ability to develop positive and effective relationships with commissioners and senior managers in other organisations, including funding bodies.
- Commercial acumen & the ability to identify sources of income for the charity's work.
- The ability to communicate effectively with board members and staff.
- The ability to manage a large workload, meet competing deadlines and handle change.
- The ability to provide high quality supervision which nurtures, develops, motivates and challenges staff as individuals or in groups.
- Demonstrable commitment to advancing the equality and diversity agenda.
- Working understanding of data protection & confidentiality issues.
- Actively committed to personal & professional development.
- IT skills i.e. able to use Microsoft Office packages including Word and Outlook and video conferencing such as Zoom and Microsoft Teams.
- Excellent interpersonal skills, including communicating clearly and concisely at all levels (both orally and in writing).

Desirable

- Experience of bid-writing and procurement exercises.

Qualities and Values

- An understanding and sensitivity towards mental health issues.
- The personal authority and credibility to command wide respect and confidence, internally and externally.
- A collaborative, consensual, leadership style, with the ability to motivate and drive an organisation to deliver outcomes.
- Courage, imagination, and confidence to make bold decisions and embrace change and ambiguity.
- Evidence of a positive and proactive attitude, motivated and solution-focused.
- Commitment to the principles of inclusivity, equality and diversity, demonstrated in practice.
- Demonstrates values consistent with those of the Northpoint's.



Terms of Appointment

Pay-scale	£62,500-75,000 per annum .
Pension	Eligible employees will be auto-enrolled in a defined contribution scheme. Northpoint will match an employee's contribution up to 5% of eligible earnings.
Contract	Permanent.
Hours	1.0 FTE (35 hours per week), worked in line with the requirements of the service.
Annual leave	28 days' annual leave per year plus statutory holidays pro-rata and up to 3 discretionary leave days at Christmas.
Working days	Weekdays, with some occasional evening and weekend work.
Reporting to	The Board of Trustees, with line management from the Chair of the Board or their nominated deputy.
Line management for	Senior Management Team (7 staff).
Probationary period	6 months.
Disclosure and Barring Service Certificate	Due to the nature of the work this post will be subject to an enhanced DBS check. Northpoint's policy on the recruitment of ex-offenders is available on request - a past criminal conviction will not necessarily be a bar to employment.
Location	At present many of Northpoint's frontline services are being delivered predominantly remotely, and managers are maintaining only a minimal presence in our head office in Leeds. The situation remains under review; however, the postholder will be expected to maintain a presence in Northpoint's main office in Leeds city centre for at least part of the week, covid-restrictions permitting.



How to Apply

We hope that you will consider making an application. If having read through the candidate brief you have any questions about the appointment please contact Juliet Brown Juliet.Brown@starfishsearch.com or Rebecca O'Connor Rebecca.oconnor@starfishsearch.com

To make an application, please go to <https://starfishsearch.com/jobs/northpoint-ceo/> and click on the apply now button, with the following prepared:

- A comprehensive CV
- A supporting statement that sets out why you think this role is the right move for you and how you meet the essential criteria in Part One and Two of the person specification.

Please also ensure you have completed and submitted the equal opportunities monitoring form that appears on this site as you submit your application. The information you provide will be treated as confidential and used for statistical purposes only. The form will not be treated as part of your application.

Closing Date

Friday 22nd October 2021

Preliminary interviews with Starfish

w/c 8th November 2021

Final panel interviews

w/c 29th November 2021



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Starfish