



Head of Centre (London)

Candidate information pack

April 2025

About James' Place

Suicide is the leading cause of death of men under 35. Three quarters of those who die by suicide are men. James' Place exists to save the lives of men in suicidal crisis through delivering clinical services.

We have centres in Newcastle, Liverpool and London; our first West Midlands centre will open in Birmingham in 2025, and we have committed to opening a fifth centre a year later.

We offer men who are experiencing a suicidal crisis a brief, intensive, therapeutic intervention in a safe environment. Our trained, professional therapists deliver a proven clinical service in a warm and welcoming environment, ensuring that men are seen quickly at the point of crisis. We have so far treated over 3,100 men who might otherwise have been unable to access the support they so desperately need.

Our proven, evidence-based service is designed for men who have arrived at a crisis point in response to predominantly social and psychological stressors, such as debt, bereavement, loneliness and relationship problems.

We do not replicate or replace existing statutory services but instead work closely with the local NHS and wider services to ensure men who need our service can be referred quickly to us; we commit to seeing men within two working days of referral.

The charity was set up by Clare Milford Haven and Nick Wentworth-Stanley in 2008 after their 21-year-old son, James, died by suicide 10 days after a minor operation. James had no history of mental illness or depression and had sought urgent help for anxiety and suicidal thoughts, but didn't find it. We exist to make sure that men get help when they need it most.



Life's not perfect but it's much improved. I'm really glad I went to James' Place – I don't think I'd still be here if I hadn't found them."

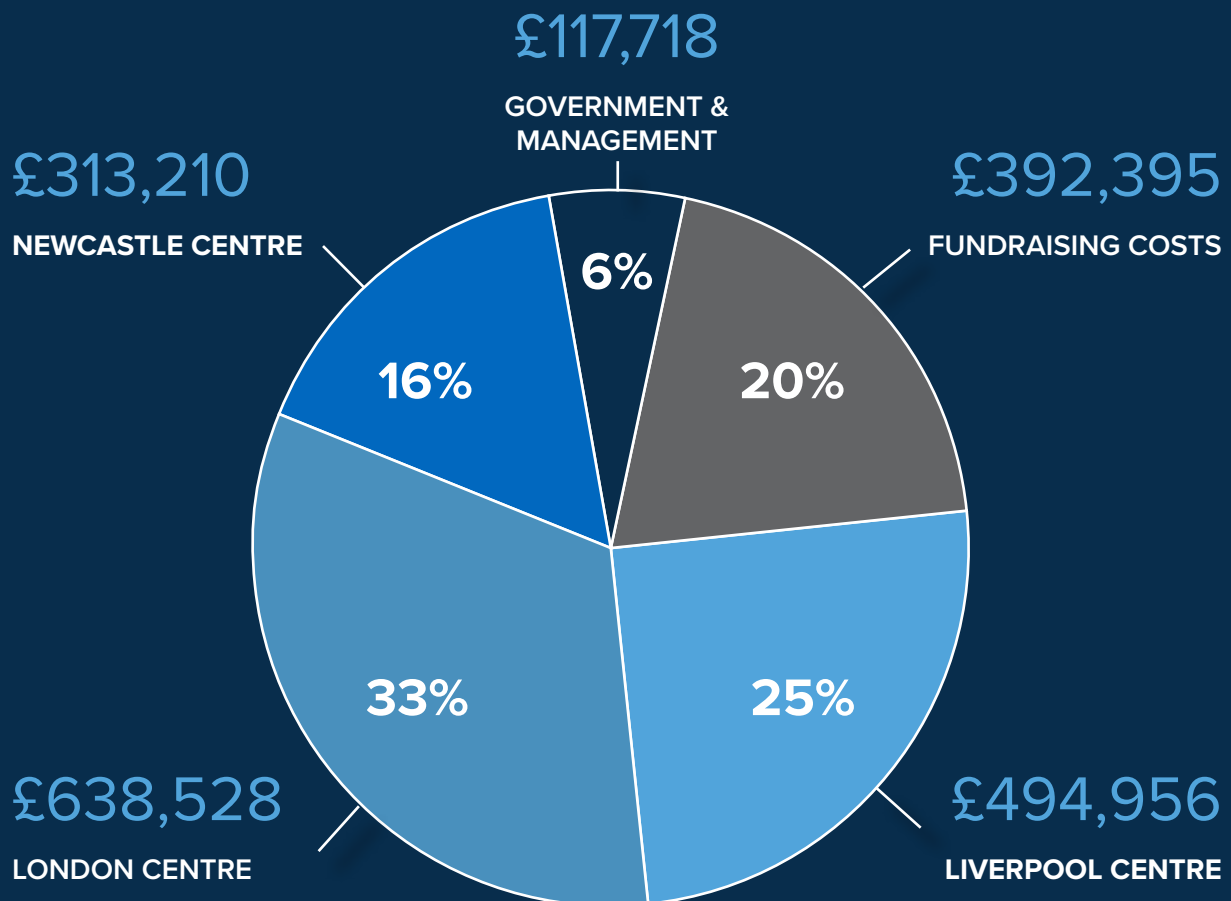


2023/24: The Year in Numbers



99% OF MEN WE SAW WHO COMPLETED OUR FEEDBACK FORM WERE HAPPY WITH THE PRACTICAL AND EMOTIONAL SUPPORT THEY WERE OFFERED, AND THE QUALITY OF THERAPY THEY RECEIVED.

TOTAL EXPENDITURE £1,961,978



Our Model

The James' Place model consists of five components: environment, suicide prevention therapists, partnerships/referral pathways, rapid access to the service and the innovative 'Lay your cards on the Table' intervention. We use sets of cards to help the men we support talk about how they are feeling and what is going on in their lives throughout their sessions with us.

James' Place is independently evaluated using the Core Outcome model, which shows that all men who have attended at James' Place to date have experienced a clinically and statistically significant positive change. After men have finished their treatment we signpost men to longer-term support they may require via other services.

We have a team of fantastic volunteer mentors in London, Liverpool and Newcastle who offer support and encouragement to men who have used our service after their intervention has ended. In London we currently run a peer support group every two weeks for men who have completed the James' Place intervention.

This group will run for six months and offers a place for men to meet and discuss any challenges they have faced since leaving James' Place, and to discuss coping strategies. We hope that this will help men stay motivated, find new ways to cope and stay out of crisis.

What makes us different

- **Treatment** – Our treatment works. Men experience a clinically and statistically significant positive change following treatment and reduced levels of psychological distress.
- **Time** – We see men quickly with no waiting list.
- **People** – All our therapists are trained professionals. Men have the same therapist throughout their treatment.
- **Place** – We deliver our treatment in our safe, friendly and non-clinical centres.
- **Partners** – We work alongside the NHS and other local support services, taking on clinical responsibility for the men we treat.



Over the course of my sessions I began to really look forward to going. I feel better equipped now to deal with difficult times, I have strategies to fall back on and I definitely feel less anxious at home and at work.”



Governance and Structure

Our people are at the heart of James' Place, from shaping the therapeutic support we offer to men in suicidal crisis to creating new opportunities for the charity to grow. Our team works collaboratively across multiple locations in the UK with one aim: to ensure that no man faces a suicidal crisis alone. We also have a team of fantastic volunteer mentors in London, Liverpool and Newcastle who offer support and encouragement to men who have used our service after their intervention has ended.

Meet the Trustees

Clare Milford Haven (Founder and Chair)

Clare Milford Haven is a trustee and co-founder of the James Wentworth-Stanley Memorial Fund (JWSMF), which is now James' Place. The fund was launched in May 2008 by James' parents following his sudden and unexpected death at 21-years-old. In November 2010, Clare initiated TASC (The Alliance of Suicide Prevention Charities) after bringing together a small group of like-minded charities in an attempt to work collaboratively by joining efforts. Clare is a member of The National Suicide Prevention Strategy Advisory Group. The Group advises on the Government's National Suicide Prevention Strategy.



Nick Wentworth-Stanley DL (Founder)

Nick is the co-founder and trustee of The James Wentworth-Stanley Memorial Fund, now James' Place. Nick has been CEO of several businesses in the City, principally within the insurance sector. He is now a venture capitalist helping early stage businesses develop to their full potential. He was High Sheriff of Worcestershire in 2013/14 and is Chair of the Worcestershire Community Foundation.



Harry Wentworth-Stanley

Harry is a director at a private equity firm specialising in real estate investment and development. Harry is passionate about challenging the stigma and changing the conversation around mental health, having lost his older brother James to suicide in 2006. He is a devoted trustee of James' Place, the suicide prevention charity set up in his brother's memory. In 2016-17 he led a four-man team in the Talisker Whisky Atlantic Challenge, an unsupported transatlantic rowing race from the Canary Islands to Antigua, raising over £650,000 for James' Place to help fund its first centre in Liverpool.



Professor Tamar J Thompson OBE

Professor Thompson's impressive career in health began over 40 years ago when, straight after completing her training as a nurse, she quickly progressed to Ward Sister. She also held roles of Director of Nursing and Quality, Workforce and Service Improvement at two Strategic Health Authorities and a NHS Acute Trust followed by a number of key roles at director level at West Midlands regional office. Tamar's outstanding work led to her appointment as the first female chief executive of an ambulance trust.



Peter Flynn MVO

Peter served as an officer in the Parachute Regiment for 25 years; the final two years in the Royal Household as Equerry to HRH The Prince of Wales and The Duchess of Cornwall, with much interaction with the Prince's charities. Now a director at the professional services firm PwC, Peter specialises in career transition, senior talent management, general consulting, communications and facilitating strategy planning sessions for not-for-profit organisations. He is on the board of a number of charities, including Supporting Wounded Veterans, the PwC Foundation and is Vice Chair of the Royal National College for the Blind. He is the programme director for The Klosters Forum, a Swiss-based environmental forum. Peter also mentors a number of individuals who are facing up to the challenges of PTSD.



Professor Rory O'Connor

Professor Rory O'Connor is Professor of Health Psychology at the University of Glasgow where he leads the Suicidal Behaviour Research Laboratory, one of the leading suicide and self-harm research groups internationally. Rory is also President of the International Association for Suicide Prevention (IASP), the largest suicide prevention organisation globally.



Richard Swallow

Richard Swallow is Head of the Disputes and Investigations Group at law firm Slaughter and May. Richard also drives activity in Thrive, the firm's mental health and well-being network as a visible supporting partner.



There were lots of useful exercises we did together that helped me to see the good things about myself and my life that I had overlooked. Towards the end of my therapy sessions I had enough confidence to start dating again, and to find a job and continue with my studies."



Role Description

This is a key role in the organisation, leading our James' Place centre in London and taking overall responsibility for the clinical and operational management of the centre. The Head of Centre will lead a team of suicide prevention therapists and will take responsibility for the clinical oversight and governance. The Head of Centre is the guardian of the ethos, culture and tone of James' Place in London.

The role will work alongside the centre manager, overseeing the day-to-day operations, managing budgets and HR, and ensuring the safe and effective delivery of our service.

The Head of Centre is also responsible for managing and reporting on the results and caseload in London, ensuring these are communicated accurately and clearly. As the most senior clinician at James' Place London, we expect you to be responsible for managing your own caseload which may involve up to 20% of your time.

The Head of Centre also plays a key role in raising the profile of James' Place in London and will work closely with our fundraising and communications teams to ensure that we are engaging with a wide range of local stakeholders and partners in order to drive referrals to the centre.

They will work closely with our broad range of referral partners, including the NHS, community and charity partners. They will also work closely with our outreach team to ensure that men in crisis can reach us directly.

The role is expected to work highly collaboratively with our other Heads of Centre, our Clinical Lead and senior managers to work towards our strategic plan and meet our charitable objectives.

The post holder will be expected to travel to other James Place sites to assist in addressing issues as required.

The post holder must have a clear understanding of performance management of teams and individuals in teams and be able to ensure delivery from those they line manage. This will include ensuring all suicide prevention therapists have maximal caseloads and achieve high quality outcomes.

They will also in collaboration with others build effective pipelines and networks with local acute trusts, integrated care boards and services in primary care including mental health crisis teams. There will also be an expectation to lead on projects as directed by the clinical lead and or other senior staff.

Salary

→ c £60,267 (including 15% ILW)

Principal Accountabilities

Leadership and Management

- Act as a senior leader in the organisation, building close working relationships across the charity, and ensuring a culture of excellence and improvement in all our work in London
- Work closely with clinical and non-clinical colleagues in the London centre and across the charity to further our mission to deliver urgent clinical services to men in suicidal crisis
- Maintain staffing levels to ensure all men are attended to in accordance with our agreed KPIs and standards
- Develop and grow partnership and fundraising opportunities within the changing landscape of mental health provision locally
- Report on caseload against KPIs on a weekly and monthly basis
- Take responsibility for the budgeting and maintenance of the Centre, working with the administration and finance team to oversee all finance, payment and paperwork
- Oversee management and maintenance of the building through management of the centre manager
- Lead and supervise the clinical team in London, ensuring that every man who comes to James' Place receives first class treatment and support guided James' Place policies and procedures e.g. sickness absence, performance management
- Ensure all staff members receive appropriate internal and external adequate supervision and that staff members receive appropriate PDRs and PDPs in line with the needs of the charity
- Develop and build new and existing engagement and referral pathways, ensuring high quality and informed referrals into the centre
- Report on progress across the London centre on a weekly and monthly basis
- Take a leadership role in managing all clinical incidents, including representing the charity as and when called upon

Clinical

- Be responsible for the clinical activity delivered at James' Place in London, ensuring it meets the standards set in our service specification
- Report on clinical outcomes for London, with oversight from our Clinical Lead, ensuring timely and accurate data and analysis
- Manage local clinical governance, including risk assessments, with support from the senior management team (SMT)
- Report on clinical metrics and wider progress across the London centre on a weekly and monthly basis
- Work closely with the Clinical Lead to manage evaluation and research, particularly around London data and outcomes
- Act as an expert user of our clinical information system
- Ensure appropriate care and management of all service users and their supporters
- Carry a clinical caseload (approximately 20% of working time)
- Create an environment in which confidentiality, privacy and dignity are respected and be clear with service users about limits of confidentiality
- Ensure that the whole team is aware of and proficient in avoiding stigma and promoting social inclusion, equality and diversity
- Ensure that all staff are trained appropriately in suicide prevention and in the James' Place intervention model
- Ensure respect and sensitivity to service users' gender, sexual orientation, socioeconomic status, age, background (including cultural, ethnic and religious background) and any disability
- Provide cover for other Heads of Centre if required
- Lead incident reviews and ensure appropriate safeguarding of men in our care

Fundraising and finance

- Manage the Centre budget, and develop an effective working relationship with our finance team, with support from the SMT
- Maintain accurate and auditable budget records
- Represent James' Place at a local level, establishing new relationships and continuing to foster established relationships with stakeholders
- Represent James' Place in the media and at events, sharing learnings and promoting our work
- On occasion, represent James' Place at a national level
- Work closely and effectively with our local fundraiser and wider fundraising team, to meet agreed targets and KPIs, offering leadership and guidance on a local basis
- Attend events to represent James' Place locally
- Support the CEO, Clinical Lead, and fundraising and communications staff to deliver our objectives

Safeguarding

- Ensure all clients are appropriately safeguarded when in service
- Establish robust links to local safeguarding networks
- Assure the clinical lead all staff are appropriately trained including themselves.

James' Place Charity

- Work closely with the Clinical Lead, CEO and other Senior Management Team members to deliver against the business plan and meet our charitable objectives
- Recognise the value and importance of the evaluation of the on-going development of James' Place
- Support the evaluation of the service and all advocacy and communications relating to that
- Work with the team to build our understanding of men and suicidal crisis
- Work with the Clinical Lead to devise and deliver specific identified projects to support the wider aims and mission of the charity. This will include providing leadership to clinical quality groups

“

I liked that it was just for men, that made me feel more comfortable. It's been a really helpful experience and I still attend James' Place now as part of a peer support group. It was what I needed to help me come out of my crisis and see a future again.”



Person Specification

Assessment Method: A = Application / I = Interview / T = Task		AM
Essential Skills, knowledge and experience		
<ul style="list-style-type: none"> • Clinician with HPC/Social Work England / BACP qualification or equivalent – i.e. psychotherapy, psychology, OT, mental health background 		A
<ul style="list-style-type: none"> • Demonstrable experience of being accountable for the delivery of care / support for people accessing mental health or therapy services 		A/I
<ul style="list-style-type: none"> • Experience of delivering expert structured care in a mental health or therapy setting 		A/I
<ul style="list-style-type: none"> • Demonstrable experience of effective management of clinical and non-clinical staff 		A/I
<ul style="list-style-type: none"> • Able to plan and deliver therapy sessions 		A
<ul style="list-style-type: none"> • Ability to devise and deliver high quality presentations to stakeholders, funders, potential funders and academic partners 		A/I/T
<ul style="list-style-type: none"> • Demonstrate in-depth knowledge of the local health economy and be able to identify and break down barriers to the implementation of James' Place 		I
<ul style="list-style-type: none"> • Experience of working with academic partners to enable evaluation and research 		A
<ul style="list-style-type: none"> • Ability to demonstrate resilience in challenging situations 		A/I/T
<ul style="list-style-type: none"> • Interest in and passion for suicide prevention 		A/I/T
<ul style="list-style-type: none"> • Open to innovation and new ways of working 		A
<ul style="list-style-type: none"> • Constructive and collaborative attitude 		I
<ul style="list-style-type: none"> • Demonstrable awareness of possible variations in the presentation of mental health problems in service users of different genders, ages, cultural, ethnic, and religious or other diverse backgrounds 		I
<ul style="list-style-type: none"> • Demonstrable experience of project management 		A
<ul style="list-style-type: none"> • Ability to devise and deliver plans to address organisational priorities including remedial action when necessary 		I
Desirable skills, knowledge and experience		
<ul style="list-style-type: none"> • Experience of managing a mental health / clinical team 		A
<ul style="list-style-type: none"> • Deep understanding of the impact of mental health/suicide 		A / I
<ul style="list-style-type: none"> • Project management qualification 		A

How to Apply

The closing date for applications is **4 May 2025**.

Applications should be made by submitting:

- A full and up-to-date CV, which includes your contact details and email address.
- A personal statement of no more than two sides of A4, which should explain why you are interested in applying for the role and what you believe you will be bringing to it.
- Contact details for three referees (who will not be contacted without your permission).
- A completed **Diversity Monitoring Form** and **Fit and Proper Person Monitoring Form**.

All applications should be sent to: **apply@hunter-healthcare.com**. All applications will be acknowledged.

For an informal conversation about the post, please contact **Finn McNulty** at our recruitment partners, Hunter Healthcare by email: **fmcnulty@hunter-healthcare.com** or phone: **07966006091**

KEY DATES:

Application Deadline	4 May 2025
Shortlisting	5 May 2025
Interview one	w/c 12 May 2025
Interview two	w/c 19 May 2025

“

We started to work on things that could keep me well in the future. I've taken up mindfulness, I've started writing again, there's lots of little things I do now that keep me grounded and make a difference. They stop my thoughts running away again. Going to James' Place has been an amazing experience for me.”



P James' Place


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