

Name: **Majella Susan Greene**

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Overview

An experienced change/transition strategic lead, with Masters level training in positive psychology and social work research and policy. Majella has worked as a consultant, trainer, and associate lecturer since 2001 and is a registered social worker. She has a strong commitment to positive service user outcomes alongside a passion for best practice and great relationship building skills. Majella is able to engage stakeholders and work with staff and service users at all levels to ensure clear communication, speedy conflict resolution and fair outcomes are achieved.

Examples of her recent consultancy work include:

- Reviewing and developing a work plan for a London borough to manage the changes in DoLS. This involved working within the adult safeguarding team and understanding fully the interaction between safeguarding legislation, the Care Act and the MCA/DoLS.
- Designing and delivering a professional development programme for adult social workers to increase well-being at work and aligning practice with the professional capabilities framework.
- Urban Woot pop-up shop; bringing happiness to the high street through workshops, events and 1-2-1 work.
- 3 day respite break for carers; residential providing well being workshops, mindfulness sessions, five-ways to well being.
- The implementation of the Mental Capacity Act and Deprivation of Liberty Safeguards across a number of London Boroughs and PCTs.
- Regular Attendance at the APPG (All Party Parliamentary Group, UK Government) on Well Being

With top 5 strengths (Clifton Strengths Finder) activator, self assurance, strategic, relator and ideation, Majella can turn thoughts into actions, policies into practice with confidence to make the right decisions, develop innovative strategies, build excellent relationships and come up with creative ideas and solutions for complex situations.

Employment History

Urban Woot, (October 2012 to Present) How to have a Joyful Life in the Urban Environment. Bringing positive psychology to the high street and businesses by promoting well being through groups, workshops and 1-2-1. Applying what we know works to increase thriving in everyday life. Mindfulness, career coaching, behaviour change work, mindsets workshops, wellness and strengths assessments and interventions. Building and strengthening communities, services and teams through applied positive psychology.

Majella Greene & Associates Ltd Contracts:

London Borough of Hackney, Interim Service Manager Locality Teams ASC (April 2015-June 2016); I worked closely with the ASC team to build professional confidence amidst the implementation of the Care Act 2014 and recording systems upgrade from Frameworki to Mosaic.

The service has responsibility for over 1500 D40 eligible reviews in any 12 month period, in addition to managing (SAM) and investigating safeguarding adult enquiries, providing Best Interest Assessors (BIA) and progressing cases to the Court of Progression where complex decisions require a higher judgement. In any 12 month period the service deals with upward of 2000 episodes of work. Through listening and responding to the needs of the service users and team the service is now operating as complex and non-complex cases with a clear focus on ensuring staff are being supported to exercise their strengths in practice. Service delivery is clearly planned out and staff are dedicated to providing the best service to vulnerable adults in Hackney. In the 14 months I was able to link up with Skills for Care to ensure a

commitment to NQSWs was embedded in ASC, the service now facilitates the AYSE programme. I chaired the Community MARAC (multi-agency high risk panel), Social Care Appeals and Care Charges Appeals Panels. Links were forged with the London Fire Brigade to ensure all service users were offered fire safety checks in order to keep them safe at home. I was able to introduce mindfulness, positive psychology, strength focused practice, resilience and well being to staff.

London Borough of Enfield, Safeguarding Adults Team; DoLS Consultant (April to July 2014) Developing a strategic work plan with all stakeholders, working closely with the senior management team.

London Borough of Camden, Adult Social Work Consultant (September 2012 to July 2013) Developing and implementing a structured programme of strengths-based professional development for adult social workers, aiming to increase well-being at work and confidence in practice, ensuring all social workers engaged with TCSW Professional Capabilities Framework.

Buckinghamshire New University, Visiting Lecturer (2014) Presenting on Happiness on the High Street - Urban Woot pop-up shop bringing positive psychology and motivational interviewing to real world settings. Also presenting research findings on Platonic Touch, Guerrilla Hugs - outcomes and the need for touch in everyday life, throughout life to facilitate human flourishing.

Westminster Drug Project, Clinical Supervisor (March 2003 to December 2012) Monthly clinical supervision sessions with frontline substance misuse workers, providing guidance on legal frameworks, best practice and personal/professional development.

Liverpool John Moores University, Visiting Lecturer (2012) Presenting on touch research and how to think outside the box in touch research. I presented findings from Guerrilla Hugs mixed methods research.

University of East London, Visiting Lecturer (2013) Presenting on Motivational Interviewing

London Borough of Hackney, DOLS MCA Consultant (January 2007 to March 2011) Project management of the MCA 2005, strategic planning across the borough, engagement of all stakeholders, development of workforce in line with legal framework. I reviewed the implementation of DOLS in Hackney and restructured the provision to be in alignment with legal and best practice requirements.

Westminster Drug Project, Clinical Supervisor (2003 to 2010) As clinical supervisor I worked initially across 2 teams working with substance misusing clients living in the community. Providing coaching on motivational interviewing skills and social work guidance on potential high risk family and individual issues. The team then changed to be a criminal justice day programme, I supported the teams through the changes and worked closely with them when difficulties arose, creating a stable influence at the centre of upheaval.

London Borough of Barnet, Adult Social Work, Deprivation of Liberty Safeguards Project Manager, (May 2008 to May 2009) Project managed the implementation of DoLS across the borough, developing policies and procedures and ensuring all services were fully compliant to the law. Managing budgets, development of DoLS team and processes, attendance at the London Leads meetings, liaising with the DH and senior management teams.

London Borough of Islington, Specialist Social Worker/Care Manager (Substance Misuse), (October 2001 to June 2004) Assessment and care management of criminal justice clients as part of Drug Testing Treatment Order team, preparing court reports, working as part of multi-disciplinary team and monitoring and commissioning placements.

Other Employment:

The Open University, DipSW Tutor (January 2000 to February 2002) Supervising social work students on placement, providing support and tutorials, writing placement reports and evaluating practice.

London Borough of Islington, Senior Social Worker/Care Manager (Substance Misuse) (February 2001 to Oct 2001) Assessment and care management of substance misusers: contributing to the development and commissioning of services, working towards integration with Primary healthcare trust

London Borough of Camden, Senior Practitioner HIV Team (February 2000 to April 2001) Completed a review of HIV services across London; assessment & care management of complex cases; supervising social workers.

The Open University, Associate Lecturer (February 1999 to July 2000) Teaching Managing Roles and Relationships in Welfare Settings, marking assignments, facilitating tutorials and supporting distance learning's.

University of Luton, Associate Lecturer (September 1999 to Jan 2000) Writing, presenting and assessing a 15-week modular course for Groupwork and interpersonal skills to level 1 students.

University of Luton, (Associate Lecturer, February 1999 to July 2000) Developing and delivering a Mental Health Practitioner Courses for social work undergraduates. Teaching reflective practice skills and change management in social service organisations.

University of Hertfordshire (Researcher, July 1999 to October 1999) Barriers to accessing support: perspectives on mental health needs of the Asian communities in North Hertfordshire: a research report for the Mann Project, Ravidassia Community Centre, Hitchin, North Hertfordshire/ by Roger Green and Majella Greene Publisher: Ravidassia Community Centre, 2000

University of Hertfordshire, (Associate Lecturer, May 1997 to July 2003) Presenting on social work methods; motivational interviewing; working with substance misuse, theories, practice & integration; HIV; community social work skills; domestic violence and care management; anti-discriminatory practice; change management in social service organisations; reflective practice.

London Borough of Brent, Senior Care Manager, (August 1995 to April 1999) Commissioning, purchasing and monitoring of service provision. Negotiating and monitoring of block and spot contracts; Practice Teacher; developing policy & practice guidelines; developing partnership working; recruitment of staff. Assessment and care management of substance misusing clients, providing supervision and support to team of social workers, representing the borough at national and international meetings and conferences.

London Borough of Hounslow, Temporary Community Mental Health Worker (May to October 1994) Outreach, individual and group work with mental health service users as a member of a multi-disciplinary team.

London Borough of Brent, Resource Centre Worker, (September 1989 to August 1995) As a practitioner working with rehabilitation of long-stay psychiatric patients back into the community I was fortunate to facilitate groups including co-facilitation of art therapy, drama, video, photography and out and about groups. I supported individuals in their own home to develop independent living skills cooking, shopping, cleaning and self-care. I was extremely lucky to work with a multidisciplinary team of highly skilled therapists, OTs, psychologist, social workers and nurses - all of whom inspired me to learn and develop my skills at an early age.

London Borough of Brent: Child Abuse Minute Clerk (July 1988 to July 1989)
P/T Youth & Community Worker, (June 1987 to January 1989)
Temporary Team Clerk (June 1986 to August 1987).

Education/Qualifications

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| University of East London (2010-2012) | MSc Applied Positive Psychology (Merit) |
| University of Hertfordshire (2009) | Best Interest Assessor |
| University of Hertfordshire (1996-1998) | MA Social Work, Research, Policy & Evaluation (Commendation) |

University of Hertfordshire (1992-1995) DipSW; BA Hons Social Work 2:1
Community Social Work Specialism

Publications

Ceasefire – Irish Women and Domestic Violence (applying MI) 1995 Undergraduate dissertation

See no evil, hear no evil, speak no evil: Substance misusing parents – A Community Response? MA Dissertation. University of Hertfordshire, 1998.

Barriers to accessing support: perspectives on mental health needs of the Asian communities in North Hertfordshire: a research report for the Mann Project, Ravidassia Community Centre, Hitchin, North Hertfordshire/ by Roger Green and Majella Greene Publisher: Ravidassia Community Centre, 2000

Research Projects

UEL – Birkbeck Research Assistant for the SPARK "Evaluation of the implementation of the NRI's SPARK curriculum" and "Differential Susceptibility to School-Based Resilience-Promotion Intervention" (2011)

UEL MSc Dissertation A mixed method study of well-being and platonic touch (2012).

UEL – Consultancy Project: Designing an accessible well-being intervention for London Green Badge Taxi Drivers

Member of the JPF Qualitative Research Group – Promoting the use of qualitative methods in Motivational Interviewing (2013 – on-going).

Training Delivered, Conferences and Other Relevant Work

Motivational Interviewing Network of Trainers (MINT) Atlanta 2014 Co-trainer for new Trainers working with an international team (from 4 time zones) to develop and deliver training for new trainers in Motivational Interviewing.

Motivational Interviewing (independent training, University College London Partnership, LB Southwark, LB Newham, LB Waltham Forest, St Georges Medical School Grand Round, Mainliners Ltd, County Durham, Norfolk County Council, Bracknell Forest Council, LB Brent, CNWL, Young Futures, Brent MIND, national and international training and conferences)

Motivational Interviewing and Domestic Violence, Krakow 2013, The first State Polish Conference on Domestic Violence and Motivational Interviewing

Developing an International Customer User Group, Logica CMG (London and Lisbon 2005) Using the Relational Health Audit Tool to facilitate and set up the first international customer user group to facilitate on-going product development.

Focus Group Facilitator (various commissions)

Dealing with Conflict (various local authorities)

Applied Suicide Intervention Skills Training, Co Cork, Ireland

Single Assessment Process (LB Hillingdon, LB Hackney)

Professional development groups for SWs working with adults (LB Camden)

Team Away Day Facilitation (Westminster Drug Project, various LAs)

Substance Use Screening Tool Development and Training (LB Southwark)

Fair Access to Care (LB Hillingdon, LB Hackney)

Risky Business (Risk Assessment and Management Practice) (LB Hillingdon, LB Hackney)

Mental Capacity Act (LB Hackney, LB Barnet)

Deprivation of Liberty Safeguards (LB Hackney, LB Barnet)

Action Learning Sets for Managers (LB Hackney)

Long Arm Practice Teaching (Westminster Drug Project)

Mindfulness for Stress (Open Access Independent Training)

MINT (Motivational Interviewing Network of Trainers) 2005, **Presenting on working independently**

IPPA World Congress Los Angeles 2013 (International Positive Psychology Association) Presented on **Urban Woot – A Real World Manifestation of Positive Psychology and Motivational Interviewing**

ICMI (International Conference on Motivational Interviewing) Amsterdam 2014; **Teaching Compassion in Healthcare: the practice of metta and positive outcomes for practitioners and patients.**

Events Hosted by Majella Greene & Associates Ltd

MITI 3.01 Coding Training London June 2008

Deprivation of Liberty Safeguards – Towards Best Practice, National Conference
London June 2009

Other Courses and Professional Development

Majella has a strong commitment to on-going professional development and life-long learning to ensure best practice and current thinking are embedded in her work, listed below are a number of the courses and conferences Majella has attended:

MINT Forums (Motivational Interviewing Network of Trainers) (Krakow 2013, Sitges 2009, Amsterdam 2005)

IPPA (International Positive Psychology Association World Congress, Los Angeles 2012)

Motivational Interviewing Groups (Krakow, 2012)

ECPP (European Positive Psychology Association, Moscow 2011)

ICMI (International Conference on Motivational Interviewing, Stockholm, 2010)

CHEST New York, City of New York University BMI2 Advanced Skills in MI (New York, 2009)

Majella Greene & Associates Ltd, MITI Coding 3.1 (London, 2008)

Choose Life Scotland, ASIST T4T Applied Suicides Intervention Skills Trainer (Scotland, 2005)

Team Focus, Relational Health Audit Tool Training (2004)

Motivational Interviewing Network of Trainers (MI Trainer, Santa Margherita, Italy 2001)

Management and Leadership Skills for Women, Career Track (1999)

Narrative Therapy (London, 1999)

Neal's Yard Remedies (Foundation in Natural Medicine 1998)

SNAP Survey Software 4 plus results Analysis Course; 4 plus Questionnaire Design Course (1997)

Pro Bono Work

Chair of Friends, Poet in the City (2005 to 2008) Organising the presence of the Friends group at events, recruitment of friends and promotion of Poet in the City.

The Back Up Trust, (2011 to 2015) Skills Development Facilitator/Supervisor

Founder of Guerrilla Hugs www.guerrillahugs.com

Professional Associations

HCPC Registered Social Worker; Registration Number: SW72076

Fellow of the RSA (Royal Society of the Arts and Manufacturing)

Member of the International Positive Psychology Association (IPPA)

Member of The College of Social Work

Member of the International Network of Motivational Interviewing Trainers (MINT)

www.motivationalinterview.org.

Member of the UK MINT

Member of MITI Codencoach Group

Member of The JPF Research Group

Member of Action for Happiness

Enhanced DBS