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| Post: | Service Manager |
| Hours: | 30 hours |
| Salary: | £24,000.00 - £28,000.00 |
| Location: | Bradford |
| Responsible to: | Service Director |
| Responsible for: | Recovery Workers Support and Information Helpline Workers Wellbeing Practitioners Community Wellbeing Workers |
| Closing date: | 12 noon on 31/03/2020 |
| Interview date: | 08/04/2020 |

Purpose of the post

This post is one of three service managers. The role of a service manager is to deliver and manage a range of all-age community mental health services, leading a team of committed practitioners who offer face to face and/or telephone support to clients and partners, to ensure appropriate engagement with clients and key stakeholders and to enable the services to meet client needs, all regulatory requirements and performance targets.

The postholder will manage the Extended Access and Children and Young People's services and support the evolution of our training offer.

Key duties

- To ensure the services provide a safe environment for clients and meet regulatory and performance targets.
- To shape and implement the operational plan for the services.
- To ensure effective processes are in place to implement delivery against agreed objectives.
- To develop and maintain relationships and engagement with clients, and take every opportunity to contribute to the empowerment of clients.
- To develop and maintain positive relationships with colleagues, partners, commissioners and other stakeholders across the Bradford, Airedale, Wharfedale and Craven districts.
- To ensure that accurate and timely data is gathered, collated and reported as required.

- To ensure robust operational and financial controls are in place, including service risk assessment, which are closely monitored and meet auditing requirements.
- Build and maintain effective relationships with direct reports and other key individuals across the organisation
- Lead regular, constructive team meetings.
- Effectively manage recruitment, development and retention of staff within your team, with support as required, including direct observations.
- Conduct regular 1:1s and performance reviews against agreed objectives, identifying strengths and training needs.
- Proactively deal with staff issues e.g. managing attendance, performance or conduct.
- To support the Service Directors and Chief Executive to identify and secure new business development opportunities and provide input into funding bids as required.
- To manage new and evolving projects at Mind in Bradford.
- To support the Leadership Team in the delivery of the organisational operational plan.
- To promote inclusion and diversity in creation, development and delivery of services.
- To actively support and promote all aspects of the service and enhance the public image of Mind in Bradford.
- To represent Mind in Bradford on local and regional groups and to contribute to mental health strategy in the district.
- Consistently uphold the standards within the Mind in Bradford 'Code of Conduct' and ensure that it is followed at all times by staff, volunteers and clients.
- Lead and participate in constructive individual and group supervision and internal/external staff development including mandatory training related to the role.
- To take responsibility, with colleagues, for ensuring that all Health and Safety, Safeguarding, Information Governance and Equality & Diversity requirements are met and all other Company policies complied with.
- Consistently work within and comply with all Mind in Bradford policies and procedures, seeking to improve them where possible
- Lead your team in alignment with the aims, objectives, and core values of Mind in Bradford.
- Undertake any other reasonable duties or tasks deemed necessary by the senior management team and/or CEO.

It is Mind in Bradford's policy to make reasonable adjustments to enable those with disabilities to undertake the above.

Our organisation

Mind in Bradford is a registered charity with a clear purpose to promote mental wellbeing and empower and help people experiencing mental health problems to manage and work towards recovery and fulfilment. We do this through:

- Building community and individual resilience for better mental wellbeing
- Providing early intervention advice and support
- Supporting people in crisis
- Empowering and helping people to recover and sustain improved wellbeing.

Our values

Our team is committed to five values which underpin everything we do:

Partnership - We work in collaboration with national Mind colleagues, commissioners, and fellow service providers to make the biggest positive difference to the largest amount of people possible.

Inclusivity - We reach out to and welcome the diverse communities we serve, providing a hopeful, helpful, caring and safe environment for all who need it.

Empowerment - We value and respect each individual, empowering, encouraging and helping those who use our services to regain greater control over their lives.

Excellence - We evidence and understand the outcomes and benefits we deliver, and continuously look to improve and innovate with input from those who use, commission and review our services.

Responsibility - Raising money responsibly, spending it wisely, and taking responsibility for maximizing the positive impact we make.

Our 2020 Service offers

Guide-Line – a telephone support service manned by trained staff and volunteers. From April the service will operate from 12pm -12pm everyday

Sanctuary – an evening safe space service for those in crisis which can be an alternative to hospital admission.

Wellbeing – free groups to help clients recover, learn coping strategies, boost your self-esteem and find new friends. No referral or diagnosis is required.

Extended GP Access 1:1 Support – from April we will have recovery workers based at five GP surgeries in Bradford who are ready to listen and support clients. These evening appointments are available to people in the Bradford district aged 11+

Children and Young People's community project: a new and exciting addition to our service offer to commence from April. This programme is a new and innovative approach to improve the wellbeing of young people in Bradford Central Locality who are on the margins of education and/or involved in the criminal justice system. It provides young people with group

and 1:1 support and seeks to enhance the local community support available through upskilling and support to existing and emerging community groups.

Hearing Voices: We are Bradford's first Maastricht interview centre, offering this innovative new way of finding strategies to cope with hearing voices

Community Companions: a project in Baildon and City to tackle isolation and depression among older people

Physical Health checks: a system wide programme to help people living with a serious mental illness access an annual health check and support to address their physical health needs.

Training: a suite of training courses for partners and business to help improve wellbeing in the workplace.

Person Specification

| CRITERIA | ESSENTIAL | DESIRABLE |
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| QUALIFICATIONS | <ul style="list-style-type: none"> • NVQ in Health and Social Care level 3 or equivalent | <ul style="list-style-type: none"> • Educated to degree level or Management qualification |
| EXPERIENCE | <ul style="list-style-type: none"> • Significant experience of managing, leading and supporting individuals and teams • Experience of supporting vulnerable clients in a clear, concise, meaningful and non-judgemental way • Experience of working in a person-centred way • Experience of partnership working • Management of risk and safeguarding issues and procedures • Experience of monitoring and evaluating work and producing written reports of a high standard • Sound practical experience of client/service user care and engagement • Experience of driving service improvements and managing change within a service delivery environment • Experience of working within a multi-agency setting and knowledge of services to signpost to • Proven ability to develop and maintain administrative systems, including staff rotas | <ul style="list-style-type: none"> • Working within the voluntary sector • Experience of managing a team that have dealt with complex and sensitive issues • Working within an education and/or community and/or health setting with CYP • Management of multiple projects • Financial knowledge – ability to set and manage service budgets • Delivering high quality, evidence-based services which offer value for money • Effective and positive management of complex mental health cases |

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| SKILLS | <ul style="list-style-type: none"> • Have excellent crisis management skills and the ability to manage stressful and difficult situations • Excellent communication skills both verbally and in writing • Ability to motivate and inspire clients, staff members, colleagues and stakeholders • Wide range of IT skills including Microsoft applications • Ability to work with complex issues and a demanding workload • Able to work as part of a multi-disciplinary team and to take a leadership role • Managing a diverse set of work priorities • Manage and inspire volunteers and staff members to be brilliant everyday • Work as part of a team as well as independently. • Resilient in an everchanging environment | <ul style="list-style-type: none"> • Car driver with full UK driving licence and access to own transport • Develop and implement service specific policies and protocols • Demonstrate an ability to support other agencies and professionals |
| KNOWLEDGE | <ul style="list-style-type: none"> • Understanding of key current issues within mental health • Knowledge of Bradford and Craven area and Health Inequalities | <ul style="list-style-type: none"> • Knowledge of NHS Commissioning and funding • Knowledge of third sector services in Bradford and/or West Yorkshire |
| ATTITUDE AND PERSONAL ATTRIBUTES | <ul style="list-style-type: none"> • Understanding of and commitment to equal opportunities and diversity | |

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| | <ul style="list-style-type: none">• Understanding that mental health difficulties are a natural part of life• Understanding of and commitment to the Mind in Bradford values of Partnership, Inclusivity, Empowerment, Excellence and Responsibility | |
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