

Post: Services Coordinator

Hours: 30 hours per week, to be worked flexibly to include evenings, weekends and bank holidays according to the needs of the services

Salary: £23,000 – 26,000 per annum (pro rata) based on experience

Contract: Permanent

Location: Office – Kenburgh House, 28 Manor Row, Bradford, BD1 4Q

Responsible to: Service Manager

Annual leave: 25 days (pro rata)

Pension: We operate a contributory pension scheme which you will be auto-enrolled into ((subject to the conditions of the scheme).

Probationary period: 6 months

**Purpose of the post**

To support the Service Managers lead the provision of high-quality services to our clients through our team of committed practitioners who offer face to face, telephone and digital support to clients. The post will provide line management and operational oversight of day to day operational delivery.

The post will support the delivery of our Guideline, Hearing Voices and Wellbeing services.

**Key Duties**

* Support the Service Manager in the delivery of the services in line with the operational plan and budget
* Provide excellent line management to ensure your direct reports excel in their role through the provision of regular supervision to review performance against agreed objectives, identifying strengths and training needs and proactively addressing any performance concerns
* Oversee safeguarding, incidents and concerns/disclosures captured by the team, ensuring a timely and appropriate response and attending relevant multi agency meetings, as required
* Guide and support the team with day to day issues and challenges
* Drive and gather accurate and timely monitoring data and support the Service Manager in completing reports
* Monitor and audit data recording on the internal client database ensuring data protection legislation is adhered to
* Oversee the management of rotas, cover sickness and annual leave
* Support the on-call rota to ensure all practitioners have access to support and advice out of hours
* Build and maintain effective relationships with direct reports and other key individuals across the organisation
* Participate in constructive individual and group supervision and internal/external staff development including mandatory training related to the role
* Be familiar with and consistently work within and comply with all Mind in Bradford policies and procedures
* Work in alignment with the aims, objectives, and core values of Mind in Bradford.
* 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.
* Undertake any other reasonable duties or tasks deemed necessary by the Leadership Team.

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:

* Caring always
* Working together
* Supporting everyone
* Enabling all
* Improving continually

**Our 2021 Service Offers**

Guide-Line: an all age telephone support service delivered by trained staff and volunteers from 12pm -12 midnight every day.

Sanctuary: an evening safe space service open from 6pm to 1am every night of the year for those in mental health crisis. Our crisis workers can offer one to one support face to face or over the phone and provide an appropriate, non-clinical diversion from hospital admission.

Wellbeing: free, accessible groups facilitated by our Wellbeing Practitioners, which help people with their recovery by learning coping strategies, boosting self-esteem and making new friends.

Extended Access: Our Mental Health Recovery Workers offer 1-1 support to individuals aged 11 or over in GP surgeries across Bradford District. Appointments are available weekday evenings.

Know your Mind: This programme is an 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 via 1-1 sessions with our Maastricht trained practitioners.

Community Companions: a volunteer befriending project in offering social contact to over 65s living in Baildon and Bradford Central Locality aimed at tackling isolation, anxiety and depression.

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**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS** | * NVQ in Health and Social Care level 3, or equivalent | * Educated to degree level or Management qualification * Project management related training. |
| **EXPERIENCE** | * Experience of working within a team that have dealt with complex and sensitive issues * Management of risk and safeguarding issues and procedures * Sound practical experience of providing qualitative and quantitative reports * Building and maintain relationships at all levels * Evidence of strong client engagement | * Working within the voluntary sector * Experience of managing and supporting a team that have dealt with complex and sensitive issues * Experience of driving service improvements and managing change within a service delivery environment * Leading supervision sessions for teams and individuals * Proven ability to develop and maintain administrative systems, including staff rotas * Experience of working within a multi-agency setting * Delivering services to address health inequalities. |
| **SKILLS** | * Excellent verbal and written communication skills in English * Wide range of IT skills and computer literacy, including Microsoft applications and electronic client record systems * Excellent planning and organisation skills * Ability to make decisions, act on own initiative and operate in a proactive manner with a positive attitude * Have excellent crisis management skills and the ability to manage stressful and difficult situations * Ability to work with complex issues and manage a demanding workload. * Ability to work as part of a team and independently * Keen attention to detail | * Strong Presentation skills * Ability to manage budgets. |
| **KNOWLEDGE** | * Excellent working knowledge of project management best practices. * Understanding of key current issues within mental health. | * Knowledge of third sector services in Bradford and/or West Yorkshire * Working and understanding of best practice for people management |
| **ATTITUDE AND PERSONAL ATTRIBUTES** | * Commitment to equal opportunities and diversity, addressing health inequalities, and to child-centred services * Committed to driving, delivering and championing a person-centred approach to all workstreams * Passionate, driven, self-motivated, enthusiastic and committed approach * Consistently achieves high quality standards and requires limited direction and supervision * Resilient in a dynamic environment * Understanding that mental health difficulties are a natural part of life. * Understanding of and commitment to the Mind in Bradford values of Caring always, Working together, Supporting everyone, Enabling all and Improving continually * Willingness to work in and travel to multiple locations across Bradford Central locality. | * Car driver with full UK driving licence and access to own transport |