

Post: Youth in Mind Service Manager

Location: Bradford with requirement to travel within the Bradford District

 and Craven area

Responsible to: Service Director

Responsible for: NA

**Secondment opportunities welcome**

**Purpose of the post**

The role is responsible for leading and managing the day-to-day operations and sub-contracted elements of the Youth in Mind partnership, enabling effective linking with partners and communities across the Bradford District & Craven. Youth in Mind is a group of mental health services supporting children and young people (CYP) aged 5 to 25 across Bradford District and Craven. You will play a key role in evolving collaborative ways of working across multiple providers to promote, protect and improve CYP mental wellbeing so our CYP have brighter futures and the opportunity to thrive and achieve their potential

**Key duties**

* Drive programme development in the context of the CYP Leadership Team’s Act as One workstream. Using insight and data to drive development and transformation of the holistic offer, developing and strengthening stakeholder engagement and ensuring that Youth in Mind is an embedded element of the One Trusted Referral Pathway.
* Establish and lead the Youth in Mind Operational Delivery Group, ensuring delivery against the programme aims and objectives and embedding values of collaboration and continuous improvement across the partnership.
* Contract management of all subcontracted providers. Ensure all subcontracted providers are reviewed and assessed according to performance measures, client outcomes and value for money. Identifying and proposing evidence-based changes to the services to ensure they meet the identified priorities for CYP mental health and address inequalities.
* Lead and drive the monitoring and reporting across the programme, supporting the development and application of a uniform data and outcomes framework, developing a clear picture of local need and demand.
* Drive and ensure the promotion and embedding of youth voice across the Youth in Mind programme, ensuring all delivery and service development is child-centred.
* Improve reach into underrepresented communities and vulnerable groups to address health inequalities including BAME communities, children in care and care leavers, young carers, refugee and asylum seeking children and those who have experienced adverse childhood experiences.
* Develop a whole-team approach to the Youth in Mind workforce, through standardised inductions and a targeted workforce training programme that will equip the workforce with the required skills and knowledge to achieve their respective function and goals.
* Drive the development and implementation of a clear communications plan, including the Youth in Mind website and social media channels, promotion of key services and use of targeted, clear and accessible internal and external communications to challenge stigma, promote the Youth in Mind brand and articulate the transformation vision.
* Represent the Youth in Mind programme at relevant governance groups, development meetings, forums and conferences.
* To ensure robust operational and financial controls are in place, including service risk assessment, which are closely monitored and meet auditing requirements.
* 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.
* Be familiar with the Mind in Bradford ‘Code of Conduct’ and ensure that it is followed at all times both by staff, volunteers and clients.
* Participate in 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 Gathering and Equality & Diversity requirements are met and all other Company policies complied with.
* Attend and input to regular team meetings.
* Ensure understanding of and compliance with all Mind in Bradford policies and procedures.
* Work 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.

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

**Youth in Mind Programme**

Youth in Mind is a group of mental health services supporting CYP aged 5 to 25 across Bradford District and Craven. Mind in Bradford are the lead provider for this programme of services.

Youth in Mind shares the overall aim and vision of the Healthy Minds CYP Wellbeing work programme, which is to work as a whole system to promote, protect and improve CYP mental wellbeing so our CYP have brighter futures and the opportunity to thrive and achieve their potential. Youth in Mind contributes to the objectives of the Healthy Minds CYP Wellbeing work programme:

* Promote resilience, prevention & early intervention
* Improve access to effective support: a system without tiers
* Care for children in vulnerable situations
* Leadership, accountability and transparency in commissioning and delivery of services
* Developing our workforce

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS** | * Qualified to degree level or equivalent
 | * Programme Management related training.
* Other relevant qualifications e.g. mental health, social care, CYP workforce
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| **EXPERIENCE** | * Strong project management experience
* Experience working with CYP and/or mental (statutory or voluntary sector)
* Multi-agency working
* Experience developing quality assurance systems and service improvement
* Building and maintaining relationships
* Client and stakeholder engagement.
* Delivering high quality services which offer value for money.
* Driving and managing innovation and change
 | * Programme management experience
* Working within the voluntary sector
* Experience developing service specifications, KPIs and reporting templates
* Developing training programmes
* Leadership of multi-agency collaborations
* Delivering services to address health inequalities.
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| **SKILLS** | * Excellent verbal and written communication skills in English
* IT skills and computer literacy, including Microsoft applications
* Excellent planning and organisation skills
* Ability to make decisions, act on own initiative and operate in a proactive manner with a positive attitude
* 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
* Ability to set and manage service budgets
 | * Strong presentation skills
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| **KNOWLEDGE** | * Programme management best practices
* Issues experienced by CYP and their parents/carers in Bradford District and Craven.
* CYP mental health services in Bradford District and Craven
* Issues within mental health
 | * Knowledge of third sector services in Bradford
* Knowledge of the impact of health inequalities and adverse childhood experiences on CYP mental health.
* NHS commissioning and funding
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| **ATTITUDE AND PERSONAL ATTRIBUTES** | * Commitment to equal opportunities and diversity, addressing health inequalities, and to child-centred services
* Passionate, driven, self-motivated, enthusiastic and committed
* Consistently achieves high quality standards, requires limited direction
* 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
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