

## Programme Director, Safe Spaces

### Job Description

Location:	Bradford; with requirement to travel within the Bradford District and Craven area – Hybrid working is available with some working based in central Bradford, Keighley and Shipley bases.
Responsible to:	Children and All-Age Services Director, Mind in Bradford - reporting into a joint management team across Mind in Bradford and The Cellar Trust
Responsible for:	Service Manager/Lead, Service Administrator, Inequalities Link Worker
Grade/Salary:	Mind in Bradford grade 6 (£35,692- £42,025) FTE

This is an exciting opportunity for a resilient, ambitious and forward-thinking individual to build on the success of Safe Spaces, drive forward service developments and ensure that people across the Bradford District and Craven can access support where and when they need it in order to be happy, healthy at home.

### Purpose of the post

Reporting to a joint Management Board this post is responsible for strategic leadership of the programme and services including:

- Strategic leadership of multiple teams, including a range of organisations, to ensure the smooth and effective running of the day-to-day operations and development of the programme to meet local and system needs
- Oversight of safeguarding, operational governance, quality and safety
- Driving Quality improvement through collaboration, insight, data and the voice of people who use our service to develop the programme in a way which maximises innovation, effectiveness and impact.

### Safe Spaces

Safe Spaces is an all-age, NHS funded, crisis alternatives service, led by a collaboration between Mind in Bradford and The Cellar Trust. It is available to people who live in Bradford, Airedale, Wharfedale or Craven and includes one to one support (365 days per year 12pm-2.30am), community-based crisis drop-ins, and in-reach provision. The service provides a non-clinical, supportive environment designed to help people in crisis stay safe, work through and understand their feelings, and then support them to access the support they need going forward. People can be referred via various pathways as an alternative to visiting A&E.

We work with a range of different local voluntary care sector organisations as well as public sector partners including: Bradford District Care NHS Foundation Trust (BDCFT), Bradford Metropolitan District Council (BMDC), both local acute hospitals, Yorkshire Ambulance Services and West Yorkshire Police.

Safe Spaces is a key transformation programme for Bradford District and Craven which has built on existing services and partnership working, to further extend the model and reach into

communities. It forms an essential part of the local mental health urgent and emergency care provision and is a part of the Healthy Minds Strategy for the Bradford District and Craven to ensure that people have access to the right care at the right time.

### **Key duties**

- Lead the Safe Spaces Collaborative Operational Delivery Group, ensuring delivery against the programme aims, objectives and values.
- Support and report into the Leadership group on service progress and developments
- Provide strong leadership, management and support to service managers and operational areas, promoting a 'cross services and organisational' approach to service design and delivery.
- Drive a co-production approach to service development to ensure client voice across the partnership communities are central to shaping and improving the service offer.
- Drive and improve service reach within communities most likely to suffer with health inequalities.
- Build on partnerships and engage with a variety of stakeholders across the public sector and voluntary and community sector in line with our local focus on 'Act as One' to facilitate integrated working.
- Lead the contract management and monitoring of the subcontracted providers; including the evaluation, maintenance, review of subcontractors' performance and impact. This also includes the scoping, reviewing and implementation of commissioning new projects and decommissioning others.
- Drive a high-quality approach to monitoring and reporting across the programme, supporting the application of a standardised data and outcomes framework, and developing a clear picture of local need and demand.
- Identify gaps in provision and performance, and propose and implement evidence-based changes to ensure the partnership meets system priorities, provides value for money and promotes equity, diversity and inclusion.
- Drive the implementation of a robust communications plan, ensuring the partnership has targeted, clear and accessible internal and external communications and strengthening stakeholder engagement.
- Lead on internal audits and ensure all services are fit for purpose and comply with current legislation, best practice and any contractual requirements.
- Developing local, regional and national links to identify opportunities for further development, as well as to develop wider partnership working and enable learning and sharing around best practice.
- Lead on quality and safety across the programme
- Lead the Operational Team to ensure that the highest standards are met around quality, safety and safeguarding.

### **General**

- Develop organisational capacity through coaching and development of individuals and teams throughout the organisation.
- Participate in supervision, training, team meetings and staff engagement days
- 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
- Undertake any other duties or tasks deemed necessary for the successful running of the programme as determined by the management team

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

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Evidence of ongoing professional development</li> <li>Qualified to degree level (or equivalent) in relevant subject or at least 5 years relevant experience</li> </ul>	<ul style="list-style-type: none"> <li>Other relevant training or qualifications e.g. project management, mental health, social care, leadership</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Strong leadership experience including leading high performing teams</li> <li>Experience of programme and/or contract management</li> <li>Experience of working confidently in a multi-agency way</li> <li>Experience working within health either within the voluntary sector or health and social care sector</li> <li>Experience of developing and maintaining relationships, and stakeholder engagement</li> <li>Experience driving service improvement, innovation and change</li> <li>Confident in managing challenging situations</li> <li>Confident in recognising and responding to safeguarding for adults, children and young people</li> </ul>	<ul style="list-style-type: none"> <li>Experience of governance</li> <li>Experience of working within mental health</li> <li>Experience of working with both adults and children and young people</li> <li>Experience of own mental health problems and using mental health services</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Excellent verbal and written communication skills</li> <li>Ability to motivate and inspire people</li> <li>Project/programme management skills</li> <li>Confident managing and analysing data and insight to produce accurate, high quality management reports</li> <li>Ability to make decisions, be proactive and act on own initiative</li> </ul>	<ul style="list-style-type: none"> <li>Ability to set budgets</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to work flexibly to deal with complex issues and manage a demanding workload</li> <li>• Ability manage project budgets</li> <li>• Wide range of good IT skills and computer literacy, including Microsoft applications</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of health inequalities and impact on people with mental health issues</li> <li>• Understanding of current issues faced by people with mental health issues</li> <li>• Knowledge and understanding of safeguarding, risk management and health and safety issues</li> <li>• Knowledge and understanding of GDPR and the importance of data protection and confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the impact of health inequalities.</li> <li>• Understanding of system priorities relating to mental health in Bradford District and Craven</li> <li>• Good understanding and knowledge of statutory and VCS organisations in the local area that can support people who use our services</li> <li>• Commissioning and contract management processes</li> <li>• Knowledge of Serious Incident best practice</li> </ul>
<b>Attitude and personal attributes</b>	<ul style="list-style-type: none"> <li>• Understanding that mental health difficulties are a natural part of life</li> <li>• Understanding and passionate commitment to equity, diversity &amp; inclusion</li> <li>• Commitment to providing person centred services</li> <li>• Committed, passionate and enthusiastic with a can do and flexible attitude</li> <li>• Commitment to delivering a high-quality service and continuous improvement.</li> <li>• Resilient in a changing environment with multiple competing priorities</li> <li>• Willingness to travel across the District and attend a range of venues as required.</li> </ul>	