



Post:	Service Manager – Guideline and Sanctuary
Hours:	37 hours (to include weekend and evenings)
Salary:	£24,000-£28,000
Location:	Kenburgh House with requirement to travel between service locations.
Responsible to:	Service Director
Annual leave:	25 days
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

## **Mind in Bradford**

Mind in Bradford is a registered charity and has a Board of Trustees (The Board) which is legally accountable for the activities of the organisation.

Our purpose (why we exist): is to promote mental well-being and empower and help people experiencing mental health problems to manage and work towards recovery and fulfilment.

Our mission (what we do):

- We build community and individual resilience for better mental well-being
- We provide early intervention advice and support
- We support people in crisis
- We empower and help people to recover and sustain improved wellbeing

The Board is responsible for governance (steering and accounting for the organisation) whilst day to day management functions (getting things done) are delegated through the Chief Executive to employees within the organisation.

## **Main purpose of the role**

Support the Service Director develop and deliver client- focussed support services. Take responsibility for the operational development and delivery of Mind in Bradford's Crisis and helpline services in line with the organisation's strategy and funding partner's KPIs. Support Mind in Bradford to become a key and respected organisation within the system of Mental Health and Well Being provision to the Bradford, Wharfedale and Craven communities.

## **Service provision**

- To be an active and effective member of the Service Leadership Team to ensure the innovation and delivery of our current and future services
- Support and promote client engagement, aiming to achieve joint working at all levels and ensuring that our services meet the needs of clients.
- Lead on the production and delivery of operational service plans for:
  - Guideline service
  - Sanctuary service
- Support the development and delivery of the Mind in Bradford training offer
- Support the development and delivery of the Mind in Bradford promotion and communication plan
- Deliver practitioner sessions according to business need, to cover absence and/or provide additional expertise

## **Leadership and management**

- Build and maintain effective relationships with direct reports and other key individuals across the organisation
- Support an environment of productivity, creativity and curiosity around the development of services that meet the needs of clients, underpinned by the values of equality, diversity and openness.
- Conduct regular 1:1s and performance delivery reviews against agreed objectives, identifying and supporting mandatory and individual development needs
- Demonstrate resilience when responding to challenge, change, and complex or difficult situations
- Deputise for the Service Director as required

## **Relationships**

- Maintain and develop positive relationships with partners, commissioners and other stakeholders to promote all aspects of the service and enhance the public image of Mind in Bradford.
- Represent Mind in Bradford on local and regional groups and contribute to the mental health strategic thinking in Bradford, Craven and Wharfedale.
- Keep up to date with the changing context of mental health and service delivery both locally and nationally to enable Mind in Bradford to be in a leading position as a service provider.

## **Quality assurance and reporting**

- Support and maintain an environment of continuous improvement and efficiency.
- Develop and report regularly against a Quality Assurance framework.
- Support the development and implementation of policies relating to service delivery, ensuring legal compliance and best practice.

- Ensure effective systems and procedures are in place and applied in order to deliver timely and accurate information to report on funding contracts and agreed KPIs

### **Organisational**

- Support the Service Director to ensure that service risk assessment and management is actively in place.
- Promote diversity and inclusion, ensuring that all services are accessible for the diverse communities they support.
- Support the Service Director and the Chief Executive to identify and secure new business development opportunities and provide input into funding bids as required.
- Attend the Board meetings and service sub-committees as appropriate.
- Promote the values and ethos of Mind in Bradford at all times.
- Work within the framework of Mind in Bradford's policies and procedures at all times.
- Promote the possibilities for empowerment of clients where possible, in all interactions which are related to the post.
- Undertake any other reasonable duties as required to ensure the smooth running of Mind in Bradford.
- Commit to mandatory training to ensure currency of practice.
- Commit to individual training and development to be the best you can be in your role
- Be familiar with the Mind in Bradford 'Code of Conduct' and to ensure that it is followed at all times both by staff, volunteers and clients
- Participate in individual and group supervision and internal and external staff development and training
- 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 duties or tasks deemed necessary for the successful running of the well-being programme as determined by the senior management team.

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

March 2018

## Service Manager - Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Educated to degree level or demonstrable equivalent experience at an appropriate level.</li> </ul>	<ul style="list-style-type: none"> <li>• Management qualification.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• People and project management experience</li> <li>• Commitment to and understanding of client and service user engagement at all levels of the organisation.</li> <li>• Developing and delivering project plans.</li> <li>• Driving and managing innovation and change.</li> <li>• Experience and specialist knowledge of delivering services to address health inequalities</li> <li>• Insight into supporting self or others through mental health difficulties.</li> <li>• Working in the mental health sector</li> </ul>	<ul style="list-style-type: none"> <li>• Working within the voluntary sector.</li> <li>• Understanding of the health inequalities and issues in Bradford and Craven area.</li> <li>• Financial knowledge – ability to set and manage service budgets.</li> <li>• Delivering high quality, evidence-based services which offer value for money.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Excellent communication skills both verbally and in writing.</li> <li>• Ability to motivate and inspire.</li> <li>• Wide range of IT skills including Microsoft applications.</li> <li>• Ability to work with complex issues and a demanding workload.</li> <li>• Ability to delegate effectively.</li> <li>• Presentation skills.</li> <li>• Attention to detail.</li> </ul>	<ul style="list-style-type: none"> <li>• Car driver with full UK driving licence and access to own transport.</li> </ul>
Ability	<ul style="list-style-type: none"> <li>• Plan and prioritise own workload.</li> <li>• Manage a diverse set of work priorities.</li> <li>• Engage with volunteers and people who use Mind in Bradford's services.</li> <li>• Work as part of a team as well as independently.</li> <li>• Resilient in an ever changing environment</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and implement service specific policies and protocols</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Of third sector services in Bradford and/or West Yorkshire.</li> <li>• Understanding of key current issues within mental health.</li> <li>• Of health inequalities and impact on people with mental health issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Of NHS commissioning and funding.</li> </ul>

Attitude and Personal Attributes	<ul style="list-style-type: none"><li>• Understanding of and commitment to equal opportunities and diversity.</li><li>• Self-motivated and enthusiastic approach.</li><li>• Commitment to providing person-centred services.</li><li>• Understanding that mental health difficulties are a natural part of life.</li><li>• Ability to build and maintain relationships at all levels.</li><li>• Motivate and inspire staff and volunteers to achieve their full potential.</li><li>• Understanding of and commitment to the Mind in Bradford values of Partnership, Inclusivity, Empowerment, Excellence and Responsibility.</li></ul>	
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