

## Job Description

Post	Service Manager for Adults and Older Adults
Grade	Band 4
Location	Kenburgh House BD1 4QU, with a requirement to travel across the Bradford District and Craven. Hybrid working available.
Responsible to	Senior Service Manager

### About us

Bradford District and Craven Mind (BDC Mind) is a registered charity with a clear purpose to promote positive 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.

Everything we do at BDCM is underpinned by our Values, which you will see below.

The information contained in this job description is not exhaustive but will give you an outline of the role and the duties required, and help you understand the role more clearly.

### Our Values

- **Caring Always** - Be kind and compassionate. Listening to and valuing people.
- **Working Together** – Working together for a shared purpose. Working together to make the biggest positive difference.
- **Supporting Everyone** – Understanding, celebrating uniqueness and respecting all; reaching out, engaging and helping people feel safe.
- **Enabling All** – Making things possible. Giving hope and resources to make positive change.

- **Improving Continually** – Making the biggest positive difference. Listening and being creative to make the biggest positive difference.

### **Purpose of the post**

Reporting into our Senior Service Manager, this post plays a key role in driving the success and development of services within our adult and older adult portfolio. You will work as part of a team of Service Managers, Coordinators and Practitioners dedicated to our adult services. You will have a clear portfolio of services and will be required to lead service improvements and developments that align with our values and strategy.

Our adult services span both early intervention and ongoing support, as well as specialist support services for people with severe mental illness. Your key responsibilities will include management of staff and volunteers, producing high-quality reports, representing BDC Mind with external stakeholders, collaborating on service communications and marketing, integrating client voice and influence, and actively contributing to our Operational Delivery Team. Your role will be pivotal in enhancing the reach and impact of our services.

Some of the key stakeholders that you will work closely with in this role are: Community Mental Health Teams, Local Authority and Voluntary Care Sector partners across Bradford District and Craven.

This is an exciting and crucial role that will require prioritising the needs of our dedicated practitioners and the people we serve to lead high-quality, safe, and effective support to enhance the well-being of people who use our services and the local community.

### **Key duties**

- Lead a number our specialist support services, including Hearing Voices, Personal Health Budgets and SMILE, taking a proactive and creative approach to service development, improvement and quality.
- Provide strong, effective, values-driven leadership to your team, and manage and support the development of staff through supervisions, ensuring relevant and clear objectives, reviews, guidance. Where appropriate, manage performance, conduct and attendance.
- Build and maintain strong relationships with colleagues, partners and other stakeholders to facilitate partnership and multi-agency working.
- Produce robust qualitative and quantitative reports to demonstrate service quality, performance and impact, ensuring the service adheres to high levels of data integrity.
- Be responsible for implementing and monitoring a robust approach to assessment of risk, including risks associated with adult and/or child safeguarding concerns.
- Develop and integrate volunteer opportunities within the service.
- Ensure the service is accessible to underrepresented groups.
- Hold responsibility for the service budget.

- Proactively support and encourage the development of the service user voice throughout the service and the wider organisation.
- Participate in on-call duties on a rota basis to support the needs of the business for out of hours support.

### **General duties**

- Lead on new pilots or programmes of work, including managing and evolving projects.
- To actively support and promote all aspects of the service and enhance the public image of BDC Mind.
- To represent BDC Mind on local and regional groups and to contribute to the mental health strategy in the district.
- To promote equity, diversity and inclusion in the design, development and delivery of services.
- 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.
- Lead and participate in team meetings, and ensure attendance at organisational days
- Support and enhance the wider BDC Mind communications, marketing and fundraising aims
- Work in alignment with the aims, objectives, and core values of BDC Mind.
- Undertake any other reasonable duties or tasks deemed necessary by the senior management team.

## Person specification

Criteria	Essential
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• At least 1 year's management experience in a relevant field</li> <li>• A commitment to professional development</li> <li>• Understanding of key current issues within mental health</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Recognising and responding to risk and safeguarding concerns for adults, children &amp; young people</li> <li>• Leading change in services and driving service developments</li> <li>• Monitoring and evaluating work and demonstrating outcomes</li> <li>• Mentoring/coaching others or supporting a team</li> <li>• Building and maintaining relationships with a range of stakeholders</li> <li>• Working with children, young people or adults in a health, social care or other relevant setting</li> <li>• Working in a multi-agency way</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Leadership and people management skills, including coaching and mentoring</li> <li>• Excellent written, verbal and non-verbal communication skills</li> <li>• Excellent IT skills including the use of Microsoft Office packages and online systems</li> <li>• Data analysis and report-writing skills</li> <li>• Able to manage a diverse range of completing priorities and meet deadlines</li> <li>• Able to work autonomously and as part of a team</li> </ul>
<b>Attitude and personal attributes</b>	<ul style="list-style-type: none"> <li>• Passionate and enthusiastic, a solution-focused approach and can-do attitude</li> <li>• Committed to equity, diversity and inclusion</li> <li>• Dedicated to collaborative working</li> <li>• Willingness to work flexibly</li> </ul>