

Post: Service Manager
Hours: 37 hours – 12 months fixed term
1/2/2025 - 31/1/2026 (covering maternity)
Salary: Grade 4 £28,753 - £36,806
Location: Kenburgh House, 28 Manor Row, Bradford, BD1 4QU
Responsible to: Senior Service Manager

Purpose of the post

An exciting opportunity has arisen for a Service Manager to lead Bradford District and Craven (BDC) Mind innovative children and young people's (CYP) services; Know Your Mind, Kids Time and Hospital Buddies. The role of Service Manager is to drive delivery, development and improvement of the services, and lead a committed team of staff and volunteers.

- Our Know Your Mind services deliver one-to-one interventions and mental health awareness sessions to CYP age 5-25 and mental health awareness training to adults who work with CYP across BD1- BD9 including Keighley central.
- Our Kids Time service runs monthly groups across BDC and supports families where the parent has a mental illness and are wanting to bring the family together to support each other.
- Our Hospital Buddies services offers 1-1 support session to children admitted to paediatric wards at Bradford Royal Infirmary and Airedale General Hospital.

Key duties

- Lead our children and young people's services, implementing development and improvement, managing and supporting the staff team and ensuring high quality delivery against the services' aims, objectives and values
- Drive a co-production approach to service development and improvement in partnership with CYP, their families and other stakeholders, ensuring youth voice is embedded at every level
- Develop and improve service access and reach to underrepresented and vulnerable groups, including CYP from minoritized ethnic backgrounds, CYP living in or leaving care, CYP in or on the edge of youth justice services, CYP on child protection or child in need plans, CYP with special educational needs or disabilities and CYP who are not regularly attending school or are on a reduced timetable
- 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
- Implement and oversee a positive and robust approach to assessment and

management of risk, in line with BDC Bradford policies and procedures

- Develop and integrate meaningful volunteer opportunities into service delivery
- Participate in on-call duties on a rota basis to support the needs of the business for out of hours support

General

- Work in alignment with and assist in promoting the aims, objectives, and core values of Mind in Bradford
- Consistently uphold the standards of the Mind in Bradford 'Code of Conduct' and ensure it is followed at all times by staff, volunteers and clients
- Take responsibility, with colleagues, for ensuring that all Health and Safety, Safeguarding, Information Governance and Equity, Diversity & Inclusion requirements are met and all other Mind in Bradford policies and procedures complied with
- Undertake any other reasonable duties or tasks deemed necessary by the Senior Leadership Team
- Commit to training and self-development and to undertake any mandatory and role specific training required to carry out the duties of the post.

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Evidence of ongoing professional development 	<ul style="list-style-type: none"> Degree or equivalent qualification (mental health, social care, health care, management, youth work) OR equivalent experience
Experience	<ul style="list-style-type: none"> At least one year's experience of leadership. This could be focused on people management and/or service developments/improvements Experience of effective partnership working with a range of external partners across different sectors Experience of working in a mental health setting 	<ul style="list-style-type: none"> Experience of managing staff teams Lived experience of mental health recovery and willingness to use this to deliver and develop services Experience working with children and young people Experience of producing effective and efficient rotas Experience of delivering training and or group facilitation
Skills and abilities	<ul style="list-style-type: none"> Leadership skills, including people management and delivering multiple service outcomes Project management skills Excellent written, verbal and non-verbal communication skills, including active, non-judgmental listening skills, empathy, reflection and warmth Excellent IT skills including use of Word, Outlook, Excel and online systems Data analysis and report-writing skills, including the ability to use data to produce quantitative and qualitative reports 	<ul style="list-style-type: none"> Language skills (spoken) in one of more of the following: Urdu, Punjabi, Polish, Bengali, Slovak

	<ul style="list-style-type: none"> • Ability to relate to and support a wide range of people with different mental health needs • Skills in risk assessment and management 	
Knowledge	<ul style="list-style-type: none"> • Understanding of mental health issues and the services used by people with such difficulties. • Understanding of managing risk and health and safety concerns in a children and young people's mental health setting • Understanding of safeguarding and the implications when working with children and young people with mental health difficulties • Knowledge of General Data Protection Regulations and the importance of data security and confidentiality 	<ul style="list-style-type: none"> • Understanding of mental health legislation • Understanding of the principles of mental health recovery • Knowledge of statutory and voluntary and community sector services in the local area that can support our clients
Personal qualities	<ul style="list-style-type: none"> • Willingness to undergo job development and competency-based training, including mandatory training • Passion to support and empower others • Commitment to working in line with and championing BDC Mind values • Committed, passionate and enthusiastic with a can-do and flexible attitude • Commitment to professional and personal development • Commitment to equity, diversity and inclusions and developing greater awareness in these areas 	<ul style="list-style-type: none"> • Engaging and consultative approach to leadership