

**Job description**

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

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| Post | Service Manager |
| Grade | 4 |
| Location | Bradford District and Craven |
| Responsible to | Programme Director – Ethnically and Culturally Diverse Communities |

**About us**

Bradford District and Craven (BDC) Mind is a registered charity with a clear purpose to promote positive mental wellbeing and empower and help people experiencing mental health challenges 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 BDC Mind is underpinned by our Values, which you will see below.

**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**

As the Service Manager, you will play a vital role within the Ethnically and Culturally Diverse Communities (ECDC) programme focusing on the development of services that are tailored to meet the unique needs of ethnically and culturally diverse communities. Your leadership will ensure this service is not only accessible and responsive but also deeply respectful of cultural values.

You’ll drive impactful change by producing insightful reports, building and nurturing strong relationships with community partners, and amplifying the voices of those we serve in every decision. Prioritising client wellbeing will be at the heart of your work, along with ensuring our dedicated practitioners have the guidance and support needed to deliver safe, effective, and culturally responsive care to our communities.

**Key duties**

* Develop and oversee the delivery of culturally adapted therapy for service members, ensuring the interventions are relevant and accessible for ethnically and culturally diverse communities in Bradford District and Craven.
* Lead service adaptations and improvements based on community feedback and evidence-based practices that align with the unique needs of the service population, specifically using culturally adapted Behavioural Activation Therapy (BA-M).
* Collaborate with stakeholders to create integrated service pathways and referral processes, ensuring that services are available across accessible community locations.
* Promote and supervise culturally responsive training initiatives, including cascade training for staff within the CAT service, to foster a workforce proficient in culturally adapted therapeutic approaches.
* Monitor service outcomes such as recovery rates, access, and engagement levels for the targeted community, and report on service effectiveness and ongoing improvements.
* Build strong, collaborative relationships with internal colleagues and external stakeholders, promoting multi-agency working and service integration to enhance system-wide support.
* Produce high-quality reports that demonstrate both qualitative and quantitative aspects of service performance, ensuring transparency and data integrity.
* Ensure robust risk management practices are in place, particularly in relation to safeguarding, and that these are regularly reviewed and adhered to.
* Champion the voice and influence of people who use our services, embedding their feedback into service development and delivery.
* Work strategically to align service goals with broader system priorities, fostering partnerships that enable long-term service development and growth.
* Participate in on-call duties on a rota basis, ensuring out-of-hours support for operational needs.

**General duties**

* Ensure that in all aspects of the role you embody the aims, objectives, and core values of Bradford District and Craven (BDC) Mind
* Take responsibility, with colleagues, for ensuring that all Health and Safety, Safeguarding, Information Governance and Equality & Diversity requirements are met and all other Company policies complied with.
* Ensure all staff and volunteers are trained and supported to deliver culturally adapted services that respect the cultural and religious contexts of service members.
* Oversee the implementation of culturally specific resources, ensuring these align with client expectations and religious values.
* Undertake any other reasonable duties or tasks deemed necessary by the senior management team.

**Person specification**

BDC Mind is committed to promoting mental health awareness, reducing stigma, and improving the quality of life for people with mental health challenges.  We value diversity, inclusion and lived experiences when recruiting our staff and volunteers.

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|  | Essential |
| Knowledge & qualifications | * A minimum of 5 GCSE’s (or equivalent) grades A-C * A commitment to professional development * Up to date knowledge of best practice approach to safeguarding adults and children * Familiarity with issues affecting mental health access and outcomes for ethnically and culturally diverse communities. |
| Experience | * At least 1 year's management experience in a relevant field * Recognising and responding to risk and safeguarding concerns * Leading change in services and driving service developments * Mentoring/coaching others or supporting a team * Building and maintaining relationships with stakeholders * Demonstrated experience in managing culturally adapted or community-specific mental health services. * Track record of implementing culturally responsive training or interventions within a healthcare or social care setting. |
| Skills and abilities | * Excellent written, verbal and non-verbal communication skills, * Excellent IT skills including the use of Microsoft Office packages and online systems * Data analysis and report-writing skills * Able to manage a diverse range of completing priorities and meet deadlines * Able to work autonomously and as part of a team |
| Attitude and personal attributes | * Passionate and enthusiastic, a solution-focused approach and can-do attitude * Committed to personal and professional development * Committed to equity, diversity and inclusion * Dedicated to collaborative working * Willingness to work flexibly |