

## Job Description

### Service Manager, The Junction

#### Job Details

<b>Job Title:</b>	Service Manager, The Junction
<b>Hours:</b>	28 hours per week ( <i>4 evenings per week, 4PM-11PM, includes some weekends</i> )
<b>Salary:</b>	£31,000 - £32,000 (FTE) per annum ( <i>pending on experience</i> )
<b>Location:</b>	Swindon (SN1)
<b>Reports to:</b>	Director

#### Job Purpose

We are seeking to recruit a Service Manager to join our Swindon & Gloucestershire Mind Team, working at the Junction which is based on a calming café model to support individuals experiencing a mental health concern with the service being open 365 days a year, 4PM-11PM.

The Junction Service aims to alleviate the need for people in the Swindon locality to access A&E acute mental health services and primary care GP services unnecessarily by managing the presenting symptoms/mental health crisis along with the triggers and context for that crisis.

We are looking for someone who has experience within mental health and has experience of managing and leading a team effectively. We are also looking for someone who is self-motivated and passionate about providing evidence-based interventions to improve the mental health and emotional wellbeing of people, as well as maximising life opportunity for people accessing the service.

As the Junction Manager, you will be leading the team of Wellbeing Advisors, Mind Line Support Workers and the Mental Health Lead to deliver support to individuals accessing the service which may include face to face support and/or telephone sessions. You will also work closely with Primary and Secondary services to promote the service and participate and lead in external meetings.

#### Key Responsibilities

##### Operational Delivery

- To monitor and deliver the Junction Service alongside the Senior Leadership Team (SLT) according to the service delivery plan.
- To develop and keep up to date the policies and procedures for the Junction Service.
- Responsible for taking a strategic approach to the development of the service.
- To ensure compliance with legal and health and safety regulations.
- To act as the Safeguarding Lead for the service.
- To manage the staffing and ensuring adequate staff support; this includes managing annual leave periods, staff sickness cover and the on-call rota.
- To take part in the on-call management rota for staff support.

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- To ensure accurate and detailed records are kept and to comply with data protection procedures.
- To provide wellbeing support to people accessing the service including face to face support and telephone sessions.
- To manage a team that builds and sustains a positive, dynamic can-do culture.
- To provide clinical expertise to the team to ensure the service is effectively providing evidenced based interventions and empowering individuals in the community.
- Carry out regular line management sessions and annual staff appraisals supporting staff to be the best they can be in order to provide an exceptional service.
- To hold regular team meetings to maintain effective communication and awareness of progress and development within the service and in mental health services in general.
- To promote the new service liaising with appropriate agencies, and arranging time for presentations.
- To provide supervision, training and development for the staff.
- To report faults and maintenance issues to the appropriate services.
- To regularly monitor risk and to update risk assessments as and when needed.
- To establish and grow strong partnerships with other relevant agencies.
- To establish strong partnerships with Primary and Secondary Services such as AWP Teams, Primary Care Networks and other Mental Health Professional.
- To lead in the development of a service that is welcoming, friendly and empowering.

### **Monitoring and Evaluation**

- Lead on the design and data collection method as applicable, capture and record data and report at agreed frequency to demonstrate service outcomes.
- To monitor and prepare stats and requested outcomes as needed.
- To ensure that staff complete paperwork and procedures in relation to people accessing the service.
- To produce reports in relation to Key Performance Indicators and actively look at ways to develop and improve the service.

### **Management**

- To provide managerial leadership to the operations of the Junction team, monitoring workload, ensuring staff follow policies and procedures.
- To provide expertise and guidance in complex and high-risk cases.

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- To be responsible for the orientation and induction of new staff.
- To be responsible for the training and development of staff.
- To provide guidance and supervision to Mind Line Support Workers (x2).
- To provide supervision and personal development reviews to staff.
- To lead team meetings and de brief meetings.
- To attend leadership meetings across S&G Mind.

#### **Quality/Governance**

- To ensure agreed service standards are upheld and monitored using internal evaluations, user feedback, audits etc.
- To ensure all staff use the electronic records (e.g. emails, views data base) appropriately and in line with S&G Mind policies.
  - To use data to inform service evaluation and improvement and use this data to develop service improvement plans.
- To ensure all staff are assessing risk and that risk is managed appropriately in line with service users' needs and policies and procedures of the service.
- To ensure all staff members are working in line with S&G Mind policies and procedures for managing risk, including safeguarding.

#### **Financial Management /Sustainability**

- To keep up to date financial documents in relation to the service and to liaise regularly with the Directors & CEO.
- To manage and record petty cash use, including transport for people to the service.

#### **General Responsibilities**

The following are applicable to all employees and posts:

##### **Confidentiality**

- Ensure accurate and detailed records are kept and to comply with data protection procedures.
- Work with colleagues to ensure effective internal systems including but not limited to maintenance of records and GDPR compliance.

##### **Data Quality**

- General administrative duties to include data collection, monitoring and reporting outcomes.
- Ensure ICT systems and data recording systems are used appropriately in line with the organisation's policies and procedures.

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- Use 'Views' database system or an alternative data software (as appropriate) to capture, track and monitor performance.

#### **Health and Safety**

- Ensure compliance with legal and health and safety regulations, such as the organisation's health and safety policy and procedure.

#### **Marketing and Networking**

- To liaise and network with relevant statutory and third sector organisations.
- To promote the service to high-risk groups by linking in with external agencies to build relationships and promote the service offer.
- Promote the organisation to the local community and other organisations.

#### **Policy and Procedure**

- To maintain up to date knowledge of legislation, national and local policies.
- To carry out work in accordance with the organisations policies and procedures, current legislation and quality standards.
- To keep up to date with the organisations policies and procedures.

#### **Professional and Personal Development**

- Be part of a team that builds and sustains a positive, dynamic can-do culture, making the organisation a great place to spend time.
- Attend and contribute to regular team meetings to maintain effective communication and awareness of progress and development within the organisation and in mental health services in general.
- Be prepared for, attend, and engage in staff meetings, supervision, appraisal and training as agreed with the wider organisation and your line manager.
- To work closely with the Management and Senior Leadership Team (SLT).

#### **Service Delivery**

- To promote the 5 Ways to Wellbeing Model as part of the organisation's support offer.
- To utilise the use of the UK Mental Health Triage Scale (UK MHTS) when completing risk assessments for people being supported.

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#### Person Specification

Our duty to quality means we need a workforce that have the mandatory skills, knowledge and attitudes, in which we can continuously adapt to improve service delivery to meet the challenges and changes faced.

Experience	Essential (E) or Desirable (D)
Experience/qualification and current relevant registration to a professional body or affiliation with a registered body in relation to MH or health and social care.	E
A minimum of 12 months experience supporting adults with mental health problems.	E
Experience of leading and managing a team with a flexible and responsive management style.	E
Experience of supporting people who are experiencing a crisis, and experience in leading a team to deescalate heightened situations and crisis planning.	E
Experience of working in a successful partnership.	E
Experience of working with NHS Primary and Secondary Services.	E
Experience of implementing operational processes against agreed standards.	D
Experience of assessing risk and developing risk management strategies.	D
Skills and Abilities	
Excellent communication skills and the ability to develop relationships with professionals, stakeholders, people engaging with the service.	E
Excellent interpersonal and communication skills to support the functioning of the team and the service.	E
A flexible approach to managing and prioritising a varied workload and multiple tasks.	E
Ability and willingness to reflect on work practice and be open to feedback.	E

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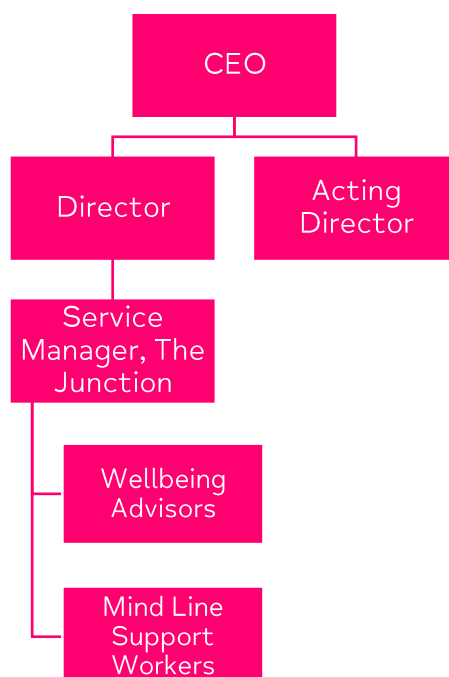
Experience of collecting and recording data and presenting information to a range of audiences.	E
IT skills including competent use of Microsoft Office and the use of electronic record keeping systems.	E
Good written communication skills with experience of compiling and sorting notes and reports.	E
<b>Knowledge</b>	
Knowledge of safeguarding and the protection of vulnerable adults.	E
Knowledge of mental health services in Swindon.	E
Understanding of the impact of stigma and discrimination.	E
Knowledge and understanding of different interventions used to support people's recovery.	E
Able to demonstrate a broad understanding of Data Protection Regulations (GDPR) including confidentiality.	E
Working knowledge of common mental health problems, i.e. anxiety, depression and stress.	E
<b>Education/Qualifications</b>	
Evidence of continuing professional development.	D
Trained in Applied Suicide Intervention Skills Training (ASIST).	D
Trained in Mental Health First Aid (MHFA).	D
Trained in an allied field such as advocacy, counselling, social work and/or talking therapies.	D
<b>Attitudes</b>	
A commitment to working within a framework that recognises the diversity of people and encourages equality and opportunity for all.	E
A commitment to the participation of people accessing our services in decision-making processes and in the design and delivery of the services they access.	E

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A commitment to ongoing personal development and training.	E
A commitment to the purpose, vision, mission and values of the organisation.	E
<b>General</b>	
An ability to travel to venues across Swindon and Gloucestershire	E
Flexible approach to working	E

## Organisational Chart



## Organisational Values

Swindon and Gloucestershire Mind have a set of values, vision and mission all of which feeds into the organisation's behavioural framework.

### Our Values:

Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.

### Our Vision:

Creating services where people are recognised, valued and supported.

### Our Mission:

Provide advice and support to empower anyone experiencing a mental health problem.

We are seeking someone who will lead by example, demonstrating the organisation's behavioural framework:

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- Trust and Respect
- Communication
- Responsibility
- Collaboration
- Excellence
- Leadership

### Training and Support

We see training and development as an essential investment in its own future and recognise that carefully planned and well delivered training and development increases efficiency and effectiveness at individual and service levels. All staff receive the following:

- A full induction for your job role and working environment, this includes a specific training programme pending on your role and service area.
- Regular supervision from your line manager, including professional development reviews (PDR's) and evaluating your Continuing Professional Development (CPD).
- Bi-monthly debrief meetings at alternating venues between Swindon and Gloucestershire.

We encourage all staff to participate in all team forums which can provide unique opportunities to establish critical professional prospects such as peer feedback.

### Further Information

These duties are intended to be a guide to the post\* and should not be considered exhaustive. The role is subject to review, depending on the needs of Swindon and Gloucestershire Mind. The post holder will be encouraged to participate in any such review.

*\*Hours may change depending on the need i.e., covering absence, annual leave and sickness and will be reviewed regularly during supervision.*

### Conditions of Employment

New employees will be subject to a six-month probationary period and will be subject to an enhanced Disclosure and Barring Service (DBS) check and references.

The safety and wellbeing of our workforce and people accessing our services is our priority, which is why it is now a condition of employment for anyone joining us that they have had the recommended coronavirus vaccine by the NHS.

To apply, please check our website:  
<https://www.sgmind.org.uk/vacancies/>

For any enquiries or questions, please email:  
[recruitment@sgmind.org.uk](mailto:recruitment@sgmind.org.uk)