

Job Description Service Manager (CSF)

Job Details

Job Title:	Service Manager
Hours:	17.5 hours or 35 hours per week (<i>flexible</i>)
Salary:	£32,000 (<i>pro rata</i>)
Location:	Swindon
Reports to:	Director

Background

We are part of the Third Sector Alliance. Across Bath & Northeast Somerset (B) Swindon (Swindon) & Wiltshire (W), BSW, the four signed partners for Third Sector are:

- Swindon and Gloucestershire Mind (Swindon)
- Bath Mind (B&NES)
- Rethink Mental Illness (Wiltshire)
- Alabaré Christian Care and Support (Wiltshire)

As part of the national Community Services Mental Health Framework (CSF) we are working across the sector together with Avon and Wiltshire Mental Health Partnership NHS Trust and Oxford Health Foundation NHS Trust to provide accessible, responsive, and inclusive mental health support across the local area. This system-wide transformation will redesign how community mental health services are delivered and experienced, placing communities and individuals at the heart of what we do and how we do it.

The CSF will sit alongside and compliment those provided by primary and secondary care ensuring that by working together anybody who needs a service sees the right person at the right time, through a single point of entry. Together, we're making sure we're walking alongside people who need support every step of the way, making sure they are ok, making sure they're accessing relevant support and then thinking about their next steps. This delivers against the NHS's vision for mental health care and support through more local, community mental health services and how community services should offer whole-person, whole-population health approaches.

Job Purpose

What can you bring to the transformation?

If you are a proactive change-maker who enjoys big challenges and rewarding work, we can offer a collaborative, supportive working environment, and the opportunity to be at the heart of creating new systems of care and support which go beyond the job description.

As a **Service Manager** you will ensure we provide aligned primary, secondary and third sector mental health support across the BSW health and social care footprint. You will be responsible for delivering third sector mental health services in the Swindon locality, helping the Third Sector Alliance develop new service models and ways of working. This is an exciting opportunity to establish and lead a new team to deliver key elements of the Community Services Mental Health Framework.

Key Responsibilities

- Lead and develop your team in delivering recovery-focused, high-quality, safe and person-centred care, delivering great outcomes for people using services.
- Informing the future direction and development of the CSF, including working closely with Directors and Commissioners internally and externally of the organisation.
- Champion innovation and lead the implementation of enhancements to services, and support the implementation of change, best practice and continuous improvement.
- Establish effective working relationships with key referrers including the Primary Care Networks in your locality, facilitating meaningful two-way dialogue with key stakeholders.
- Understand and build upon local assets and resources, to enable holistic and flexible place-based support structures that are responsive to local needs.
- Ensure all staff are supported and developed through on the job coaching, individual supervision, group supervision and appraisals, identifying and promptly addressing learning and development needs.
- Produce regular outcome reports demonstrating the effectiveness of the service and highlighting gaps in provision.

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

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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.

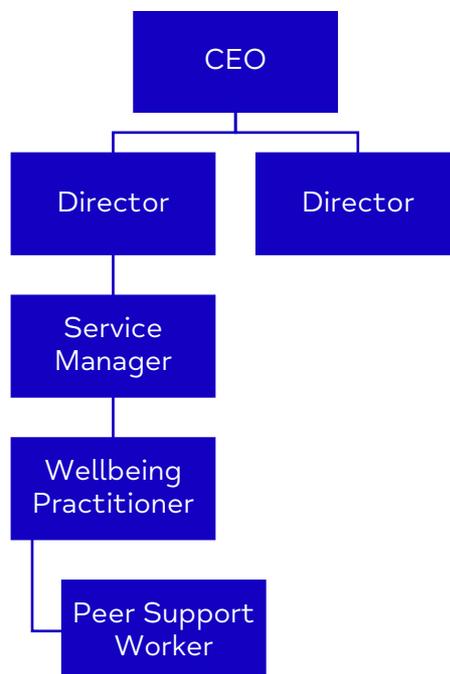
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Person Specification

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)
A broad understanding of how mental health services are currently delivered and fresh ideas as to how services can respond to individual needs and aspirations, that place individuals at the heart of services	E
Experience of assessing, planning and monitoring services and interventions, to evidence recovery and service outcomes, together with the ability to present quality information and analysis for stakeholders including reporting requirements and risk management	E
Experience of leading and managing a dispersed team across multiple sites, including recruiting and managing performance, within the health and social care sector.	E
Experience of working collaboratively with a variety of stakeholders and multidisciplinary teams.	
Experience of dealing with and reporting Incidents/Accidents/Near Misses and safeguarding reporting.	
Skills and Abilities	
Knowledge of the challenges that may be faced by people experiencing mental health difficulties and familiarity with best-practice approaches and developments.	E
Excellent organisational and communication skills, with experience of managing budgets.	E
Attitudes	
A flexible approach and able to work both autonomously and as part of a team, valuing proactivity and collaboration, bringing creativity, adaptability and enthusiasm to your work.	E
General	
An ability to travel to venues across Swindon and Gloucestershire.	E
Must have access to a vehicle as means of transport.	E
Must have access to a vehicle as means of transport.	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:

- 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:

- **Annual Leave**
25 days plus 8 days bank holiday entitlement (pro rata for part time staff).
- **Flexible Working**
Part-time/full time hours available for this post, a combination of office-based, community outreach, remote working and adjustable shifts (if needed).
- **Group & Individual Supervision**
Personalised individual supervision with your line manager, including bi-monthly debrief meetings online or at alternating venues between Swindon and Gloucestershire.
- **Induction**
A full induction for your job role and working environment, this includes a specific training programme pending on your role and service area.
- **Learning & Development**
Ongoing investment in professional development, including accredited Continuous Professional Development (CPD) training and recognised mental health courses.
- **Pension Scheme**
A portable pension scheme provided by Aviva.
- **Work in your Local Community**
Join us and work closely with our external partners to help shape our organisation, contribute to our policies, strategies and future development and help those who are suffering with their mental health and wellbeing.

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.

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

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**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