# Bath_Mind_Logo_RGB

**Job Specification**

**Job Title** Service Manager CSF B&NES

**Reports to** Director of Operations

**Contract type** Permenant

**Hours of work** 37.5

**Salary**  £32,000

**About the Community Service Framework**

**Context**

We are the Third Sector Alliance, 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, as part of the national Community Services Mental Health Framework.

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 Community Service Mental Health Framework will sit alongside and compliment those provided by primary and secondary care. This is all about GP surgeries, hospitals and the third sector working together so 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.

Our Vision is to create services where people are recognised, valued, and supported. The same is true of our workplaces. We pride ourselves on our welcoming, inclusive, and safe spaces to work.

**Purpose**

The Community Services Mental Health Framework (CSMHF) is a transformative approach to providing community mental health services, and we need a Service Manager who will be leading this transformation on the ground. We are looking for experienced professionals who have a desire to work closely with the communities and residents they serve, and to re-imagine the way in which community mental health services are provided across organisational boundaries.

As a service manager you will ensure we provide aligned Primary, Secondary and Third Sector mental health support across the Bath and North East Somerset, Swindon, and Wiltshire (BSW) health and social care footprint. You will be responsible for delivering third sector mental health services in the B&NES 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.

Your service will promote independence and wellbeing and support those to achieve their goals from a strengths-based approach. Your team will work 1:1 with clients, provide peer support and group work, and work collaboratively with other organisations to promote equality and diversity across the BSW area. Your service will develop an awareness of the communities you work in and help identify and develop community assets.

**About Bath Mind**

Bath Mind was established in 1998 by a group of local people with lived experience of mental ill health who wanted to provide information and activities for people in the community. Since then we have worked hard to develop what we do in response to local needs.

Many of our current staff have lived experience of facing mental health challenges; we have a greater understanding of the community that we support.

We are in contact with over 3,400 people annually to improve, prevent and maintain mental health and wellbeing.

While we are affiliated to national Mind, we receive no direct funding from them. We are a self – sustaining, independent locally run charity.

**Overall and Specific Responsibilitys**

* Recruit a small, diverse team including a mix of Wellbeing Practitioners, Peer Supporters, Peer group facilitators, Asset-Based Community Developers and Counsellors
* Lead and develop your team in delivering recovery-focused, high-quality, safe and person-centered care, delivering great outcomes for people using services and informing the future direction of CSMHF and Commissioning
* 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 area, 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

**Communication Responsibilities**

* To provide team leadership with a collaborative approach and to be a proactive team member
* To be non-judgemental and empathetic
* To adhere to the policy of confidentiality and sharing of information
* To be non-discriminatory
* To promote positive perceptions of the service at all times
* To liaise with users of other services as required
* To maintain positive working relationships with other employees and volunteers of the Community Service Framework and Bath Mind
* To attend supervision, appraisals and team meetings
* To attend training and relevant courses for professional development

**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. Staff will also benefit from;

* Competitive salary, pension scheme and career progression opportunities.
* 25 days annual leave plus 8 days bank holiday entitlement (pro rata for part time staff).
* Ongoing training and development opportunities (including CPD accredited training).
* Working for a flexible employer that places wellbeing at the heart of what we do, and how we do it.
* Team away days to support a culture of wellbeing and teamwork.

**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.

**Person Specification**

**Essential Criteria**

* 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
* Knowledge of the challenges that may be faced by people experiencing mental health difficulties and familiarity with best-practice approaches and developments
* 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
* Experience of leading and managing a dispersed team across multiple sites, including recruiting and managing performance, within the health and social care sector
* Experience of working collaboratively with a variety of stakeholders and multidisciplinary teams
* Excellent organisational and communication skills, with experience of managing budgets
* 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.
* Experience of dealing with and reporting Incidents/Accidents/Near Misses and safeguarding reporting