# Job Specification

**Job Title:** Access Community Mental Health – Deputy Service Manager

**Salary:** £30,488 per annum

**Hours of work:** 37.5 hours per week (Variable rota – Monday to Sunday)

**Contract type:** Permanent

**Reports to:** ACMH Service Manager

**Location:** Hybrid – working between the Bath Mind office and homeworking

**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.

**About Access Community Mental Health Service**

The Access Community Mental Health Service is part of a system-wide transformation which 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 Access Community Mental Health service sits alongside and compliments those services 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 are making sure we are walking alongside people who need support every step of the way, making sure they are ok, making sure they are 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.

**Overall Responsibilities**

* To support the Service Manager to ensure the smooth running of the ACMH team including being on call as required.
* Ensure the ACMH service is delivering high-quality, person-centred care that is suitable for the needs of the community.
* Overseeing the intake process of people needing support into the service, including supporting the team as required and determining risk.
* To support the Service Manager to guide the team and direction of the Service as required.

**Communication Responsibilities**

To adopt a team approach and 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 Bath Mind at all times

To liaise with users of Bath Mind services as required

To maintain positive working relationships with other employees and volunteers of Bath Mind

To attend supervision, appraisals and team meetings

To attend training and relevant courses for professional development

**Specific Responsibilities**

* Support the Service Manager with the recruitment of a small, diverse team including a mix of Wellbeing Practitioners, Wellbeing Peer Practitioners, Administration Practitioners, and Outreach Wellbeing Practitioners.
* Support the development of the team in delivering recovery-focused, high-quality, safe and person-centred care, delivering great outcomes for people using services and informing the future direction of ACMH and Commissioning.
* Oversee intake of people into the service, maintaining a person-centred, flexible approach with the person to establish their recovery pathway.
* Supervise Wellbeing Peer Practitioners and Wellbeing Practitioners and offer one-to-one support/debrief meetings when needed by the team.
* Promote the service by linking in with external agencies to build relationships and promote the service offer, coordinate referrals into the service, and liaise and network with relevant statutory and third sector organisations. Facilitate meaningful two-way dialogue with key stakeholders.
* Work flexibly, in the community and remotely to meet the service needs, responding to referrals within in service timeframes.
* Ensure ICT systems and data recording systems are used appropriately in line with policies and procedures. Work with colleagues to ensure effective internal systems including but not limited to maintenance of records and GDPR compliance.
* Carry out work in accordance with policies and service procedures, current legislation and quality standards. Be prepared for, attend, and engage in staff meetings, supervision, appraisal and training as agreed with your line manager.
* To stand in for the Service Manager when needed.
* 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.
* Understand and support regular outcome reports demonstrating the effectiveness of the service and highlighting gaps in provision.
* To carry out additional duties deemed necessary for the efficient operation of the service.

**Benefits**

25 day’s holiday per year + Public and Bank Holidays (pro rata)

Workplace Pension Scheme

Sick pay

Employee Assistance Programme

Eligibility for charity discount via Blue Light Card

Free online membership to the [Soul Spa](https://www.thesoulspa.co.uk/?gclid=EAIaIQobChMIyNyTiIav9wIV0YBQBh2voQAMEAAYASAAEgLjIvD_BwE) in Bath

**Our Inclusive Recruitment Commitment**

Bath Mind is committed to encouraging equality, diversity, and inclusion (EDI) throughout our entire workforce. The aim is for our workforce to represent the diverse society we live in, and that our employees, volunteers, and clients feel respected and heard by Bath Mind.

We have active staff and volunteer networks for staff, volunteers, and EDI allies, and encourage new staff to ask questions and join if they are interested. Bath Mind is growing to fulfil our ongoing commitment in inclusion in the workplace. As an organisation that prioritises the mental health and wellbeing of all, we are determined to create meaningful and lasting equitable change across our charity.

# If you feel you are a great match for the job, but do not feel you meet all of the criteria we welcome you to submit an application.

**Person Specification**

Bath Mind is dedicated to supporting staff to enable them to carry out the role and responsibilities to the best of their ability and we are committed to developing staff with a comprehensive training package.

**Essential Criteria**

* A solid 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.
* Experience and knowledge of working within mental health, supporting individuals experiencing a range of mental health problems and meeting their individual needs, possibly with training in an allied field such as counselling, mediation, advocacy or social work.
* A willingness to be involved with assessing, planning and monitoring services and interventions, to evidence recovery and service outcomes, including reporting requirements and risk management.
* Supporting the leadership and management of a dispersed team across multiple sites, including recruiting and managing performance, within the health and social care sector.
* A good understanding of recovery principles and the role of mental health services in the delivery of care.
* An understanding of a range of skills and interventions linked to wellbeing and recovery practice e.g., counselling, community signposting etc and their role in supporting recovery and resilience.
* Well-developed listening skills and effective verbal communication skills, such as being able to engage appropriately with people, carers, colleagues, statutory and voluntary agencies, both face to face and by telephone.
* Experience supervising a team and a willingness to take part in activities which support team working across geographical and organisational boundaries.
* A knowledge and commitment to service users’ rights, confidentiality, and equal opportunity/diversity issues.
* Well-developed written communication skills, with the ability to produce letters, written reports, maintain accurate records and record required statistical information.
* Excellent organisational and communication skills, with experience of working effectively on various IT systems (Microsoft Word, Outlook, Publisher, PowerPoint, Excel).
* A commitment to ongoing personal development and training.
* Experience of dealing with and reporting Incidents/Accidents/Near Misses and safeguarding reporting.
* Car driver.

**Desirable Criteria**

* Experience of working in the voluntary sector.