# Job Specification

# Job Title: Deputy Service Manager Breathing Space/Befriending

**Salary:** £30,080

**Hours of work:** 37.5

**Contract type:** Permanent

**Reports to:** Breathing Space Service Manager

**Location:** Breathing Space

**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 the Breathing Space/Befriending service**

Breathing Space is a safe, comfortable space for people to come to when they are in serious emotional distress. Providing a calm, supportive environment for people who need it.

Staff offer emotional support and focus on helping people to stay safe and look at a short-term plan for next steps for crisis prevention. We offer support to work towards recovery, resilience, and wellbeing. Breathing Space offers an alternative to admission to statutory services.

This service is open 365 evenings of the year, between 5pm and midnight.

**Overall Responsibilities**

To support and assist the service manager to oversee Bath Mind’s evening safe space which offers a phone line and a face-to-face support in a calm, non-clinical environment supporting individuals experiencing, or at risk of, a mental health crisis.

To support the service manager to oversee the befriending service which offers wellbeing phone support Monday to Friday between 9am and 5pm

Work alongside the manager to provide proactive and robust leadership to the team, raising the profile of the service.

Attending managers meetings and leading team meetings when 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 always promote positive perceptions of Bath Mind

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

To communicate and update information with the manager regularly.

**Specific Responsibilities**

Effective deputising of the team in the manager’s absence to ensure high quality service provision.

Manage staff rotas, ensuring adequate cover.

Manage referrals to the service to ensure referral criteria is met.

Support with overseeing the phone line, face to face service and email system ensuring effective communication and information management systems are accessible to appropriate organisations.

Support with the management of electronic care records to ensure the continuity of information and service delivery.

Assist with the development of systems for the smooth running of the service, to ensure the operational procedures are adhered to.

To act as a positive and influential role model to the team

Support with oversight of the dedicated phone line and face to face service and email system ensuring effective communication and information management systems are accessible to appropriate organisations.

Oversee referrals to the service daily ensuring referral criteria is met.

Manage the electronic care records to ensure continuity of information and service delivery.

Ensure GDPR will be adhered to at all times.

Liaise with people who use the service, carers, and relevant organisations to ensure high quality services are delivered consistently.

Overseeing an environment which is physically and emotionally safe for service users, visitors, and staff.

To ensure that coproduction is embedded throughout the service.

Provide line management to senior workers and team members.

Liaise with the service manager in preparation for commissioning group meetings, attending meetings and support with the provision of detailed reports and KPI’s

Active involvement in the promotion of the service

Work within the Bath Mind governance framework and all policies and procedures

Ensure effective team and individual management.

Represent Bath Mind with external agencies and support the values of Bath Mind

Undertake any other tasks and reasonable requests made by the Service Manager.

**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

**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.

**Lived experience**

Whilst we welcome lived experience and encourage our staff to look after their wellbeing, we are unable to recruit new employees who have used our services within the last 12 months in the best interests of staff and the people we support.

**Person Specification**

**Essential Criteria**

* Experience of managing mental health services in a health and/or social care setting
* Well-developed leadership skills
* Experience of, and a commitment to, working positively in partnership with a range of statutory and voluntary agencies
* Excellent administrative, recording and reporting skills.
* Ability to maintain professional boundaries and work effectively with others.
* Excellent interpersonal and listening skills.
* Self-confident and the ability to use initiative.
* Flexible, self-motivated, and disciplined
* Confident with IT and database systems
* Communicate confidently and effectively.
* Respond flexibly to the demands of the post.
* Show a capacity to work alone and the ability to keep calm under pressure.
* Understand and have a commitment to the principles of equality and diversity.
* A demonstrable understanding of the need for and ability to deliver quality services.
* Able to meet demanding targets and deadlines.

**Desirable Criteria**

* Possession of a recognised qualification in management
* Experience in project development and/or management
* Minimum of 2 years’ experience in a senior, deputy or leadership role