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Service Manager

# Tower Hamlets Recovery and Wellbeing Services

# Job Description and Person Specification

# Job Title: Service Manager – Recovery and Wellbeing Services

**Grade:** £40,000 per annum inclusive of Inner London Weighting

**Hours:** Full Time 37.5 hours per week

**Accountable to:** Head of Service

**Supervised by:** Head of Services – Recovery and Wellbeing

**Location:** Tower Hamlets, Newham and Redbridge

**Closing Date:** 24th September 2024

**Interviews:** Week Commencing 21st October

**About Mind in Tower Hamlets, Newham, and Redbridge**

We are a local, registered charity affiliated to national Mind. The organisation supports those with mental health issues in Tower Hamlets, Newham and Redbridge towards recovery and leading a better life.

**Background**

We work with communities from diverse backgrounds and continually invest in building an inclusive organizational culture with diverse leaders through active Listening, Learning and Leading.  Over the last 18 months we have explored racism and the impact that this has had on the lives of our clients and staff. This has resulted in the development of our strategic objective towards becoming an anti-racist organisation (ARO).

**Overview**

Our current structure requires a Head of Services, with specialist and generalist skills and with significant mental health experience to ensure that we remain a vibrant and proactive Charity. Our structure does need to be fluid as we are constantly having to review our services, we bid for new services and indeed we may lose services.

This role will be responsible for the managing the Tower Hamlets Recovery and Wellbeing Service – Connecting Communities, Safe Space café, Sakinah Project and Supported Self Help Programme.

Mind in Tower Hamlets, Newham and Redbridge operate a range of services including Mental Health, Advocacy, Talking Therapies, Employment and Advice and Information.

In order to manage the specific services under your remit and also support the Director Of services on other service areas as and when needed, we require strong leadership skills, creativity, responsiveness and flexible approaches.

**Job Summary:**

1. To provide effective management and leadership of the Tower Hamlets Recovery and Wellbeing Service and Safe Space Café, ensuring commissioning targets and KPIs are all met and understood by team.
2. To support the Head of Services on the development and maintenance of local partnerships relationships across the borough, ensuring collaborative and robust relationships with all commissioners underpinned with timely dissemination of all contracted reporting.
3. To be responsible for the operational day to day management of the services under your direct authority which currently includes services across Tower Hamlets, Newham, and Redbridge.
4. To work closely and in partnership with Mind in East London, NEFLT and ELFT and to ensure that the services are fully integrated within the Primary Care Networks and Neighbourhood teams.
5. To performance manage each service, ensuring that all contract requirements are achieved including KPI’s, client satisfaction and co- production
6. To lead on the timely submission of reports to commissioners and senior management when required and to develop action plans to address key areas of improvement for the services
7. To report to the Head of Services monthly on the services performance, ensuring each service strand is monitored and developed in line with MindTHNR’s strategy
8. To ensure that key areas of developments are co-produced and are relevant to the needs of people accessing services.
9. To undertake quarterly reviews of each service with staff and ensure that Co-production is embedded and actioned
10. To ensure that front line staff receive high level of induction, supervision, and appraisals in line with MindTHNR’s policies and procedures.
11. To ensure compliance with our complaints and safeguarding policies and procedures.
12. To work with the Head of Services, to assist the integration of the services across the organisation and local boroughs.
13. Develop and maintain effective relationships with stakeholders (including health, social services, and voluntary agencies) across varying levels of seniority, to ensure achievement of the support services aims/objectives
14. Work as part of the team to ensure that service provision works in accordance with and promotes the needs of Black and Minority Ethnic communities, LGBTQ+ and seldom heard communities to ensure that services are inclusive and accessible.
15. Work with the Head of Services by contributing to service planning/development and where appropriate identify and support staff to undertake new initiatives.
16. To be responsible and assist in the recruitment, selection and induction of staff and volunteers
17. To deliver presentations, training and workshops to internal staff teams and external organisations, representing the organisation within the sector.
18. Where necessary to provide cover within the team and undertake additional duties, of a minor and/or non-recurrent basis relevant to the grade, as may be required.
19. Work with the Head of Services to plan and strategically develop Mental Health services across our service areas
20. Work alongside and collaboratively with Managers and coordinators to ensure that the organisation is effectively managed.

**Key role areas**

1. **Service design, development, and delivery**

To work closely with the Head of Service to design, develop, deliver and review/evaluate services which meet the ever-changing needs of our community.

To actively develop new services through writing tenders, bidding for new services or developing partnership relationships.

To embed coproduction practices in the design, development, and delivery of all services.

To be a thought leader and expert, providing organisational leadership and expertise around your respective specialist service area.

1. **Contract management and delivery of key performance indicators**

To work with the Head of Services, to clearly monitor performance against contract and key performance indicators and build positive relationships with commissioners.

To take a lead role in the service contract monitoring meetings with commissioners or funders, ensuring that the respective monitoring reports are completed as required.

1. **Staff management**

To take a lead role in the recruitment, induction, support, supervision, and appraisal of the staff team you are responsible for. To take a proactive approach to staff development and training so that the team works effectively and can deliver high quality services

To undertake line-management responsibilities for the team including team meetings, reflective practice, service review and evaluation.

To work alongside project managers and coordinators across the organisation to ensure that services are effectively managed.

To co-ordinate staff and oversee day to day delivery of services, participating as necessary to ensure a high-quality delivery of services.

To effectively manage absence - annual leave, sickness, training, compassionate leave etc.

To provide exemplary leadership and line management to staff, undertaking and utilising coaching skills to support staff to maximise their full potential.

To achieve MindTHNR’s strategic objectives and in accordance with MindTHNR’s commitment to a mentally healthy workplace.

To support our organisational objective to work towards becoming an anti-racist organisation and working proactively with seldom heard communities to ensure that we are accessible, inclusive and deliver services that are culturally sensitive and appropriate.

1. **Operational Day to day management**

To be an active member of the Management team and play a proactive role in the strategic and operational management of your services.

To ensure that service specific risk assessments are in place and health and safety requirements are met and to oversee and de-escalate all complaints and client behaviour issues, ensuring correct protocol and policies followed.

To work collaboratively and assist the integration of support and services within the wider services of Mind in Tower Hamlets, Newham and Redbridge.

To develop and maintain effective relationships with stakeholders and partners (including health, social services, and voluntary agencies) across varying levels of seniority, to maximise success and create new opportunities for growth. Help create a culture of co-operation, flexibility, and adaptability to achieve our aims/objectives

To ensure that the services you are accountable for work within and meets agreed case working standards, monitoring systems/requirements and service goals

**Business Development within our Local Boroughs**

To work closely with the Head of Services to develop business opportunities within Tower Hamlets, Newham, and Redbridge.

To engage with local commissioners to explore opportunities for development of services within the boroughs

To collaborate with local providers to build potential partnerships which may enable us to deliver new services across the boroughs.

To support the Head of Services to apply for new funds, complete applications for funding and develop new models of working that respond to local needs.

To take a lead role in the Transformation Agenda in mental health services within our boroughs.

## General

To attend and participate in relevant meetings (internal and external) and give reports and presentations when required.

To comply with, promote and contribute to the development of Mind in Tower Hamlets and Newham’s ‘Philosophies and Aims’, it’s equal opportunities and all organisational policies.

To work as part of the team to ensure that service provision works in accordance with and promotes the needs of Black and Minority Ethnic communities, considering racial, cultural and language diversity.

Other than where central administrative support is available, to be administratively self-servicing.

Where necessary to provide cover within the team and undertake additional duties, of a minor and/or non-recurrent basis relevant to the grade, as may be required.

**All Job Descriptions are subject to periodic review.**

**Revised May 2024**

[**Code of Conduct**](https://mindthn.sharepoint.com/MITHN/Company/Policies%20and%20Procedures/Old%20Policies/Section%203%20-%20Employee%20Relations/Code%20of%20Conduct.doc?web=1)

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**Service Manager –** **Tower Hamlets Recovery and Wellbeing Service**

**Person Specification**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form

|  |  |  |
| --- | --- | --- |
| No. |  | Essential/  Desirable |
| Qualification | | |
|  | Qualified to at least degree level or equivalent | E |
|  | Professional qualification in a related discipline – i.e. health and social care, project management, community development, etc.. | D |
| Experience | | |
|  | Substantial and demonstrable experience of working within a charitable organisation ideally within the field of mental health | E |
|  | Strong experience of leadership and people management | E |
|  | Experience of managing multiple and diverse projects/services and new developments. | E |
|  | Experience of building strong and enduring relationships with a range of partners | E |
|  | Experience of change management and identifying new and innovative methods to improve services and working | E |
|  | Demonstrable experience of producing written reports, including statistical and financial information | E |
|  | Experience of working within agreed budgets and managing budgets and resources | E |
| **Skills/Abilities** | | |
|  | Excellent written and verbal communication skills and the ability to present information to a range of audiences | E |
|  | Proven ability to proactively work with ‘seldom heard communities’ and ensure that services are culturally sensitive and appropriate. This includes but is not limited to - racialised communities, Faith communities, LGBTQ+ and other marginalised communities. | E |
|  | Demonstrable ability to prioritise workloads and problem solve, and the ability to operate in an agile manner | E |
|  | Ability to effectively manage services and ensure high quality services | E |
|  | Ability to establish and maintain relationships with professionals and stakeholders across varying disciplines and levels of seniority. | E |
|  | Demonstrates support for innovation and organisational changes, seizing opportunities to influence the future direction of the organisation | E |
|  | Ability to use Microsoft Office and be administratively self-servicing and demonstration of key self-management skills | E |
|  | Ability to maintain accurate records and to provide information required for monitoring | E |
|  | Demonstrable ability to develop and implement policies | E |
| Knowledge | | |
|  | Understanding of and demonstrable commitment to equality and diversity, anti-racist and anti-discriminatory practices | E |
|  | Understanding of the main issues facing people experiencing mental health difficulties | E |
| Qualities | | |
|  | Ability to influence and lead others to achieve shared goals | E |
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|  | Ability to work flexibly and work unsocial hours, as required and help others | E |
|  | Demonstration of respect for diversity, inclusivity, and good working relationships | E |
|  | Upholding ethics and organisational values | E |
|  | Demonstration of commitment to own learning and continuous improvement through training and development | E |