

Job Description

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| **Job Title:** | Mental Health Services Manager – Qualified Advocate | | |
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| **Grade:** | Salary Scale S02: 33 to 36 Points  Annual Salary £28,141.99 to £30,325.42 | | |
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| **Immediate Supervisor:** | Senior Services Manager | | |
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| **Immediate reports:** | Mental Health Support Workers and Advocates | | |
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| **Hours of Duty:**  **Any Special Conditions of Service:** | **35** hours per week in accordance with service requirements. Hour split subject to change  25 Hours per week CMHT Work  10 Hours per week Independent Advocacy Work  Flexibility in working across the two services essential.  Will be working in outreach locations including HMR and Bury | | |
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| **Staff Benefits:**  **Operating Principles:** | 25 Days Annual Leave, rising with extended service to 32 days per year, plus statutory bank holidays  Auto-enrolment Pension scheme – with 3% contribution from the organisation  Within reason, we offer Hybrid and Flexible working arrangements to help balance work and personal commitments.  We provide ongoing training and development opportunities.  We are committed to providing wellbeing opportunities in support of staff, including an Employee Assistance Programme.  All service delivery will model the belief that we all have the potential to make positive change and to lead meaningful and purposeful lives.  All staff will contribute to the ongoing development of an ambitious and inspirational culture and provide hope, empowerment and choices that support individuals to thrive and reach their full potential. | | |
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To support this, we embrace our values of:

**Open –** We reach out to anyone who needs us.

**Together –** We are stronger in partnerships.

**Responsive –** We listen, we act.

**Independent –** We speak out fearlessly.

**Unstoppable –** We never give up

**Summary of Main Duties and Objectives of the Job:**

The Mental Health Services Manager will provide management and guidance to the team who through training, lived experience and knowledge, give individuals experiencing poor mental health and emotional wellbeing the right level of support and respect.

The Independent Advocate element of this role will provide a range of advocacy including Independent Mental Health Advocacy and Care Act advocacy. The role requires excellent working knowledge and experience of health & social care systems including a clear understanding and commitment to the difference independent advocacy makes to people’s lives.

The successful candidate will be required to step up as Advocacy Manager in absence of current Manager, representing the organisation in contract review meetings, contributing to the compilation and submission of any commissioned reports.

**Responsibilities**

1. To facilitate the delivery of 1-to-1, peer led support groups, planned activities/courses/groups.
2. To take overall responsibility for all delivery of the staff and volunteers allocated to you or the people you supervise.
3. To manage and provide guidance, support and active, engaging supervision including casework audits in line with our policies. To arrange/ provide for cover of any absence, including to deputise for the Advocacy Service Manager
4. To be responsible, with the line manager, for personal development and that of your team, attending training and maintaining own knowledge regarding health and social care policies and legislation at local and national level and any developments or changes in Advocacy and NHS provision locally and nationally.
5. To scope out new activities and pathways for specific conditions and needs and support.
6. To promote and represent the voice of lived experience within statutory, and community organisations, working with service users to ensure their involvement in the way services are delivered.
7. To collate information, reports, and case studies as required for reporting functions.
8. To work in partnership with and build effective professional relationships with health and social care staff, acting as the Single Point of Contact for the CMHT. Responsible for the continual development of these relationship, attending partner meetings promoting Rochdale & District Mind and the role of the VCSE.
9. To Work alongside the Marketing Lead for the coordination of events and to participate in other internal and external forums, which actively consult and contribute to the development of appropriate services.
10. To provide Independent Advocacy in line with the following:

* The Mental Health Act
* The Care Act
* The Mental Capacity Act
* The Advocacy Code of Practice
* The Advocacy Quality Performance Mark

1. To work within legislation and recognised best practice for child and adults safeguarding at all times.
2. To promote self-advocacy at all times where appropriate, using both instructed and non-instructed advocacy where appropriate. To support patients to exercise their rights, to articulate their wishes and views including representation informally and formally in meetings.
3. To maintain high quality and accurate records and monitoring information and in line with our recording procedure and any accreditation services, including Advocacy Quality Performance Mark.
4. To Ensure the use of outcome tools to demonstrate the effectiveness of the service’s you deliver and manage, with a responsibility for the achievement of the Key Performance Indicators, including in the Advocacy Service Managers absence.

**General principles for all Mind staff:**

1. To promote the empowerment of people who experience mental health and emotional wellbeing issues and to help them speak out.
2. To support the active participation of mental health and emotional wellbeing service users in the services they receive.
3. To practice anti-discriminatory behaviour and to adhere to Rochdale and District Mind’s objectives and policies in the delivery of all its services.

These responsibilities are subject to annual review and may need to be adjusted in line with service developments.

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| Prepared by | Katie Howard-Spink | Date | 14/09/22 |
| Agreed by Post holder | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |
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| Supervisor | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |
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| Chief Officer | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |