

Job Description

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| **Job Title:** | Mental Health Services Manager – (Lived Experience Manager) | | |
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| **Grade:** | Salary Scale PO3, Points 37-40  £31,176.24 - £34,015.72 (Pay Review Pending) | | |
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| **Immediate Supervisor:** | Senior Services Manager | | |
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| **Immediate reports:** | Wellbeing Workers | | |
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| **Hours of Duty:**  **Location:**  **Staff Benefits:** | **35** hours per week in accordance with service requirement. Some flexibility may be required to meet the needs of the service.  Across the Borough of Rochdale  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 offer ongoing training and development opportunities  We are committed to providing wellbeing opportunities in support of staff, including an Employee Assistance Programme. | | |
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| **Any Special Conditions of Service:** | 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.  This role is subject to an Enhanced with Barring List Disclosure and Barring Service (DBS) Check. A previous conviction does not necessarily preclude employment.  If you require further information or support regarding criminal record disclosures, please visit [www.nacro.org.uk](http://www.nacro.org.uk) or [www.unlock.org.uk](http://www.unlock.org.uk)  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. | | |
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The Living Well Service is a community mental health service, delivered in partnership between Pennine Care, Rochdale Mind and wider Health & Social Care Partners.

The service aims to bridge the gap between primary and secondary mental health services, supporting patients from within the Heywood, Middleton and Rochdale primary care network who otherwise might seek further support of local GP’s whilst being unable to access community mental health team support.

The Service Manager will take overall responsibility for the delivery, management and further development of Rochdale and District Mind Wellbeing staff, working as part of a multidisciplinary service made up of professionals coming from the Voluntary, Statutory, Health and Social Care sectors.

This is a unique opportunity for an experienced mental health service manager, being part of an innovative service which aims to put peopl’es strengths and lived experiences central to the work which helps individuals stay well as part of their community.

Summary of Main Duties and Objectives of the Job:

1. To lead and manage the collaborative working of the Rochdale & District Mind staff within the Multi disciplinary teams across the Primary Care Networks within the Heywood, Middleton and Rochdale footprint, working towards a unified purpose and outcomes for service users.
2. To work on strategy, process management and continued implementation of the Living Well model to enable an integrated programme of service provision within the primary care locations to enhance service delivery outcomes.
3. Be responsible for delivering the service outcomes and coordinating the monitoring and the reporting of data for delivery and contractual requirements.
4. To implement wellbeing based outcome tools such as the WEMWBS, PHQ, REQOL and GAD or others as required for the team. Currently this is REQOL 10.
5. To work with the Living Well team on developing and implementing procedures for ensuring the accuracy of service user information on all systems and/or records that support the provision of care, support, and Living Well services.
6. Conduct performance evaluations, holding regular supervisions including case management reviews with staff on a regular basis.
7. Manage the services budget, ensuring resources are allocated efficiently.
8. Provide training and professional development opportunities for staff.
9. Work closely with partner agencies and stakeholders to enable an integrated programme of service provision within the primary care locations to enhance service delivery outcomes.
10. Attend Contract Review and Development Meetings, Community of Practice Meetings, Delivery Groups Meetings and other meetings as appropriate to the delivery of the service in context.
11. Promote the understanding of the offer of voluntary services within the Living Well Multi Disciplinary Team and wider community ensuring a voice for VCSE sector within the community.

Responsibilities:

1. To attend the Multi Disciplinary Team meetings, agreeing allocations in order to support Service Users being directed to the service.
2. To be responsible in the support and guidance of staff with initial Safeguarding Concerns and Issues, liaising with staff and the Designated Safeguarding Lead, working within organisational policies and procedures for maintaining safeguarding records and principles whilst working with service users, volunteers and staff.
3. To play an active part in the Operational Management Team and wider Senior Management Team at Rochdale & District Mind.
4. To lead in the recruitment, induction and training of new staff for the service as required.
5. Be responsible for your own safety and welfare in accordance with the Health and Safety Policies and to oversee this for your team; staff, service users and volunteers, under your direction who may be working in outreach locations.
6. To undertake training and other learning opportunities as required and take a shared responsibility for personal development, including sourcing appropriate training for your team.
7. To maintain an up to date personal development plan and to regularly meet with the Senior Services manager for 1-2-1 support, appraisals and reviews as necessary.
8. To undertake any duties and responsibilities of an equivalent nature, as may be determined by the CEO from time to time in agreement with the post holder and after consultation.

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 |  | Date |  |
| Agreed by Post holder | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |
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| Supervisor | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |
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| Chief Officer | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |