

Job Description



Job title:	Services Manager – Scottish Borders Community Mental Health and Wellbeing Team
Hours:	36.25 hours per week
Salary:	£31,520; Health in Mind scale point 35
Responsible to:	Head of Services and Improvement
Location:	Scottish Borders with travel and homeworking as required
Holidays:	30 days annual leave; 12 days public holidays
Contract length:	Open-ended

Purpose of Job

To lead, manage and develop a range of mental health and wellbeing services in the Scottish Borders, ensuring that they are delivered to a high standard and within the required legal and regulatory frameworks.

Responsible, in liaison with the Head of Services and Improvement, for strategic development of services in the Scottish Borders.

Main Tasks

1. Service Design and Delivery

1.1. To manage the effective operation of all aspects of the Scottish Borders Community Mental Health and Wellbeing Services within your remit, including staff, volunteers and all other day to day operational activities. This includes:

- Ensuring that work is delivered in line with all contracts and targets
- Promoting and developing the service to achieve agreed objectives
- Planning for and managing change when necessary
- Ensuring continuous improvement and learning



1.2. To ensure compliance with legal, contract and best practice requirements, including:

- Health and safety compliance
- Gathering and reporting on equalities information
- Practice in line with SSSC, National Care Standards, Data Protection, Befriending Network Scotland, Investing in Volunteers etc
- Health and safety in and out of the office

1.3. To play a lead role in the strategic development and growth of the service, in line with Health in Mind policy, including:

- Remaining aware of the relevant policy and legislative environment for services
- With the Head of Services and Improvement to seek funding to develop new services to meet unmet need, in line with Health in Mind strategy

1.4. To identify and gather feedback from people using services as well as monitoring the performance of services and activities for areas of responsibility on a weekly, quarterly and annual basis.

- Achieving and planning for service outcomes as required by funding agreements.
- Ensuring that annual service user and volunteer surveys are promoted and shared, acting on feedback to improve services.

1.5. To ensure that all activities are in line with Health in Mind's culture, values and policies, meet service objectives and focus on enhancing the lives of people using Health in Mind's services.

- Ensuring that systems, policies and procedures are kept updated.
- To ensure that Health in Mind's values and approach are delivered in practice.

2. People Management/Team Working

2.1. To recruit, induct, manage, motivate, train and develop staff (and volunteers where required) in keeping with Health in Mind policies, ensuring they are appropriately skilled. This includes:

- Effective communication with individuals and the team
- Ensuring regular team meetings are held across the whole team and within individual teams
- Ensure that staff are supervised, appraised, have performance reviewed and are managed in line with relevant policies

2.2. To develop and maintain strong relationships with commissioners of services and other appropriate Health and Social Care Partnership and third sector staff, attending meetings and contributing to local strategies

3. Resource Management



- 3.1. To set and monitor budgets, gather, and evaluate data, produce reports and prepare funding proposals and applications, including:
- To set, manage, monitor and forecast service income and expenditure budgets in keeping with funding requirements, highlighting any concerns to the line manager
 - Produce regular monitoring reports as required by funders
 - To maintain an overview of the database and ensure that information is recorded and reported on as required

4. Managing Risk

- 4.1. To identify, mitigate against and manage risk in all aspects of service delivery within Health in Mind services including:
- To lead on service, individual, group and venue and building risk management
 - To ensure effective Lone Working Systems are in place
 - To contribute to organisational risk management processes

5. Other

- 5.1. To act as on-call manager as part of a rota.
- 5.2. To contribute to the effectiveness of Health in Mind's Leadership and Management team
- 5.3. To demonstrate and promote Health in Mind Values and Approach and align with Health in Mind strategic objectives
- 5.4. To uphold SSSC Codes of Practice
- 5.5. To promote equal opportunities in the workplace and in all aspects of service delivery
- 5.6. To undertake other duties as may reasonably be required by the post.

Support, Supervision and Development

- The post holder will receive regular support and supervision from the Head of Services and Improvement
- The post holder will have an annual appraisal with the Head of Services and Improvement which will include identifying learning and development needs.
- The post holder will have access to Health in Mind training and external training in line with identified needs.



Authorities & Limitations/Accountability

The postholder will:

- Make day to day decisions about relevant Scottish Borders services and staff.
- Have financial authority for up to £300 where costs are within budget (authorised by the line manager where not within budget)
- Monitor, gather and evaluate data linked to objective setting, finance and budget reports.
- Manage all data in line with data protection guidelines
- Liaise with key agencies in pursuing the objectives of the services and ensure good communication and professional practice.
- Make strategic decisions in consultation with the Head of Services and Improvement and in line with Health in Mind's overall strategy.
- Liaise with and report into the Head of Services and Improvement, on a regular basis and at least monthly, to ensure all activities are in line with progress against plan and Health in Mind's culture, values and policies, service objectives to enhance the lives of people using our services.

Additional Information

This post is subject to membership of the PVG Scheme



Person Specification



<p>Qualifications and Attainments:</p>	<ul style="list-style-type: none"> • SVQ 4 Qualification and have or be willing to work towards SVQ Social Services and Healthcare at SCQF Level 9 or equivalent (as per SSSC guidance) • SVQ4 Care Services Leadership and Management at SCQF Level 10 or equivalent (as per SSSC guidance) • You will be eligible to register or be registered with the SSSC
<p>Substantial knowledge</p>	<p>Essential</p> <ul style="list-style-type: none"> • You should be numerate and literate with high levels of accuracy as you will be required to regularly produce: <ul style="list-style-type: none"> ○ letters and reports ○ statistical reports on KPIs • You should be familiar with software packages such as Microsoft Office 365 or similar <p>Desirable</p> <ul style="list-style-type: none"> • Experience within a voluntary organisation, working in mental health or similar.
<p>Experience:</p>	<p>Essential</p> <ul style="list-style-type: none"> • You should have substantial experience of managing individuals and teams • You should be able to evidence competence through experience in the following areas: <ul style="list-style-type: none"> ○ Conveying and receiving messages, verbally, non-verbally and written, in a positive and effective way ○ Managing, developing, facilitating and building effective teams ○ Identifying, researching, analysing and resolving problems in order to make effective decisions ○ Creativity and innovation – formulating new ideas, or adapting / using existing ideas in a new or unexpected way ○ Professionalism in your work, including completing tasks and showing commitment and enthusiasm in doing so ○ Managing the performance and development of individuals ○ Managing and reviewing a service and planning for continuous improvement ○ Effective negotiation and influence, gaining support and buy-in from others



	<ul style="list-style-type: none"> ○ Effective project management, focusing attention on critical priorities, working to agreed timelines and making adjustments where necessary ○ Setting, managing and monitoring budgets ○ Effective partnership working ○ Experience of using Microsoft Office or similar, including: good word processing skills for reports; basic excel use to produce basic spreadsheets and monitor budgets; able to produce presentations. ○ Experience of inputting to and reporting from a database <p>Desirable</p> <ul style="list-style-type: none"> ● Experience of managing complex, multi-disciplinary teams ● Experience of successful service development
Behaviours and personal qualities	<ul style="list-style-type: none"> ● Self aware and aware of impact on others ● Able to work in a reflective and consultative way to improve own practice/approach ● Resilient and able to cope with the pressure and demands of the role ● Flexible and able to adapt to the culture of the organisation ● Fit with our values – respect; realising potential; compassion; integrity; inclusion ● Action / solution focused approach to work ● Projects a positive image of Health in Mind at all times ● Demonstrates a commitment to Health in Mind values, policies, procedures, and relevant legislation ● Keeps manager informed about progress and challenges ● Is an active member of the Health in Mind team, contributing ideas for improvements and developments, inviting opinions of others ● Is willing to reflect on work practice and be open to constructive feedback ● Takes responsibility for managing own work life balance
Other	<ul style="list-style-type: none"> ● This post is subject to PVG membership at enhanced level ● This post will require regular travel within the Scottish Borders and to Edinburgh

May 2022

