



## **JOB DESCRIPTION & PERSON SPECIFICATION**

|                        |                                                        |
|------------------------|--------------------------------------------------------|
| <b>Job title:</b>      | Service Manager                                        |
| <b>Service:</b>        | Wigan Crisis Space                                     |
| <b>Salary:</b>         | Grade 4 Point 29-33                                    |
| <b>Location:</b>       | Crompton Street, Wigan                                 |
| <b>Responsible to:</b> | Operational Manager – Wigan and Bolton Crisis Services |

### **Job Summary:**

Wigan Crisis Space and Bolton Listening Lounges operate from 3pm to 10pm, 7 days a week. The Listening Lounges & Crisis Spaces form part of the Greater Manchester VCSE Crisis Pathway, a non-clinical alternative to A&E offering support to people experiencing mental and emotional distress and suicidal ideation

There is an expectation that the post holder will work to a flexible rota to meet the needs of the service and to provide onsite management support. Typically, this will include at least 2 weekend days per month from 2pm to 10pm on site and two evenings per month during the week from 2pm to 10pm.

It is expected that the Service Managers from Wigan Crisis Space and Bolton Listening Lounge will work together to ensure that the service offer is of consistent standard and quality, and to share good practice, training opportunities, knowledge and experience across the two services.

To make a difference to the lives of people accessing the Living Lounge by:

- working within the Wigan Crisis Space to provide leadership and management to the staff team to ensure the delivery of a safe, effective and appropriate service to adults living within the Borough of Wigan
- ensuring that the service is integrated, comprehensive and makes a difference to people using it, with clear focus on improving mental and emotional health and wellbeing and social outcomes meaning that people will be healthier, safer, happier, more resilient, more independent and better able to enjoy life opportunities.
- Facilitating opportunities for staff, volunteers and people who use the service to contribute to the ongoing development of the Crisis Space by sharing learning, listening and sharing and responding to feedback and by using the feedback from this to create and implement a continuous development plan
- Promoting a one team approach across all members of staff to include Service Manager, Team Leaders and Support Time Recovery Workers.
- Working collaboratively with partners, external agencies and organisations, people who access our services, volunteers and the wider community and the local authority staff to secure the highest quality of provision for the people of Wigan.



- working with the Operational Manager, Family Action business development unit and local partners to identify and pursue new growth and development opportunities locally.

### **Key Tasks & Responsibilities**

1. Lead and manage the Wigan Crisis Space service, ensuring the delivery of safe, effective, person-centred support that meets organisational standards, contractual requirements and funder expectations.
2. Promoting effective communication, collaboration, reflective practice and continuous learning across the team ensuring all staff work to the values of the service.
3. Provide direct line management to Team Leaders and managerial oversight of staff and volunteers, ensuring high-quality practice, clear accountability and positive outcomes for people accessing the service.
4. Lead on workforce planning, including recruitment, induction, supervision, appraisal, performance management, learning and development and staff wellbeing, in partnership with HR.
5. Ensure all staff and volunteers receive regular reflective supervision, support and development opportunities, maintaining a skilled, competent and motivated workforce.
6. Lead the implementation and oversight of safeguarding practice in accordance with the Crisis Space Practice Framework, organisational policies and statutory requirements.
7. Ensure evidence-based interventions and programmes are delivered effectively, targeted appropriately and responsive to the changing needs of individuals and communities through the analysis and use of service data, feedback and performance information.
8. Monitor, evaluate and continuously improve service quality, performance and impact through audits, data analysis, case reviews, outcome measures, stakeholder feedback and consultation with service users and partners.
9. Ensure accurate and timely recording, reporting and information management, including case records, safeguarding documentation, performance monitoring and reports for funders and internal stakeholders.
10. Promote, embed and prioritise co-production practice throughout all aspects of service development and delivery.
11. Develop and maintain effective partnerships with statutory, voluntary and community sector organisations, representing the service within local networks and contributing to integrated pathways of support.



12. Actively engage with local mental health and crisis pathway partners, including the Wigan Neighbourhood mental health services, Home Based treatment team, CMHT and other key stakeholders, to support effective access to services and positive outcomes for individuals.
13. Work collaboratively with internal departments, including HR, Finance, Facilities, Volunteering, Fundraising and Business Development, to support service delivery, sustainability and organisational objectives.
14. Contribute to the identification and securing of additional funding opportunities, supporting service development and long-term sustainability.
15. Lead the development, recruitment and management of volunteers, ensuring volunteer involvement is embedded within service delivery and aligned with local service needs.
16. Chair and facilitate team meetings, promoting effective communication, collaboration, reflective practice and continuous learning.
17. Support the Operational Manager in the preparation, management and monitoring of budgets and resources, ensuring value for money and the effective use of available funding.
18. Embrace and implement Family Action's Equality & Diversity Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
19. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.
20. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

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## PERSON SPECIFICATION

| Requirements                                      |                                                                                                                                                                                                                                                                                                                                                                                              | Essential | Desirable |
|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| <b>Education, Qualifications &amp; Background</b> |                                                                                                                                                                                                                                                                                                                                                                                              |           |           |
| 1                                                 | Level 5 Diploma in Leadership and Management, Health and Social Care (or equivalent professional qualification) and/or significant management experience within mental health, health or social care services.                                                                                                                                                                               | ✓         |           |
| 2                                                 | Relevant professional qualification in health, social care, counselling, psychology, community development, or a related field.                                                                                                                                                                                                                                                              | ✓         | ✓         |
| <b>Experience</b>                                 |                                                                                                                                                                                                                                                                                                                                                                                              |           |           |
| 3                                                 | Experience of managing and leading teams within health, social care, voluntary sector or community-based services, including supervision, performance management and staff development.                                                                                                                                                                                                      | ✓         |           |
| 4                                                 | Experience of working with adults experiencing mental health challenges, including safeguarding, risk management, partnership working and achieving positive service outcomes.                                                                                                                                                                                                               | ✓         |           |
| 5                                                 | Experience of developing effective strategic partnerships with NHS, Local Authority, VCSE and other key stakeholders to support service delivery and development.                                                                                                                                                                                                                            |           | ✓         |
| <b>Knowledge &amp; Skills</b>                     |                                                                                                                                                                                                                                                                                                                                                                                              |           |           |
| 6                                                 | Excellent communication and relationship-building skills, with the ability to engage effectively with service users, staff, volunteers, commissioners and partner organisations.                                                                                                                                                                                                             | ✓         |           |
| 7                                                 | Ability to lead, motivate and develop teams, creating a positive and inclusive culture that supports high-quality service delivery                                                                                                                                                                                                                                                           | ✓         |           |
| 8                                                 | Strong organisational skills, with the ability to plan, prioritise and manage competing demands within a complex operational environment.                                                                                                                                                                                                                                                    | ✓         |           |
| 9                                                 | Sound decision-making and problem-solving skills, including the ability to assess, manage and escalate risk appropriately.                                                                                                                                                                                                                                                                   | ✓         |           |
| 10                                                | Ability to use data, quality measures and service outcomes to monitor performance and drive continuous improvement.                                                                                                                                                                                                                                                                          | ✓         |           |
| 11                                                | Knowledge of safeguarding legislation, best practice, and relevant policy relating to adults with mental health needs.                                                                                                                                                                                                                                                                       | ✓         |           |
| 12                                                | Experience of budget management and resource planning, with an understanding of service sustainability and contractual requirements                                                                                                                                                                                                                                                          |           | ✓         |
| <b>Values</b>                                     |                                                                                                                                                                                                                                                                                                                                                                                              |           |           |
| 13                                                | Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: <ul style="list-style-type: none"> <li>Being people focused</li> <li>Reflecting a 'can do' approach</li> <li>Striving for excellence in everything we do</li> <li>Having mutual respect for everyone we work with, work for and support through our services</li> </ul> | ✓         |           |
| 14                                                | Be committed to equal opportunities and uphold and comply with Family Action's Equality, Diversity & Inclusion policy in all aspects of your work,                                                                                                                                                                                                                                           | ✓         |           |



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|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|---|--|
|                    | promoting its principles amongst colleagues, service users and other members of the community.                                                     |   |  |
| <b>In addition</b> |                                                                                                                                                    |   |  |
| 15                 | Willing to work hours in a flexible way to meet the needs of the service.                                                                          | ✓ |  |
| 16                 | Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service Adult Workforce Enhanced DBS |   |  |