

Job Description:

Advice Manager (Mental Health Capacity Breathing Space)



Toynbee Hall

For a fairer future Since 1884

Job title	Advice Manager (Mental Health Capacity Breathing Space)	Location	Aldgate East or Remote
Department	Advice Services - Debt Free Advice	Length of contract	Permanent
Outreach Work Required	No	Safeguarding level	Enhanced
Reporting to	Head of Direct Delivery [Debt & Money]	Direct reports	Debt Advisors [MHCBS] Mental Health Practitioner
Working Hours	35 hours per week	Working Pattern	Hybrid (on site 2 days per week) if office based or On site one day per month if remote based

About Toynbee Hall

Based in the East End of London since 1884, Toynbee Hall is a charity working alongside people facing poverty, injustice, and inequality to build a fairer East London. We provide vital advice and support, working in partnership to tackle unfairness and ensure everyone has an equal chance to thrive.

We have recently launched a new strategic plan which reinforces that our purpose is to build a fairer future with an end to poverty, injustice and inequality.

We work towards this by:

- Addressing poverty and injustice through advice and support and influencing systemic change.
- Shifting power to people and communities affected by injustice and inequality.
- Collaborating to end poverty and build fairer systems and institutions. What we want to see in the world starts with our community and our organisation.

This means:

- Working together to build a thriving local community where people have the resources they need, feel their voices are heard and are optimistic about the future.
- Being a good employer, where people are treated fairly, feel engaged and empowered, and work together to achieve our shared vision.
- Acknowledging the role Toynbee Hall has historically played in civic society while recognising that our role now is to shift power, to be an effective partner, and to amplify voices that are less likely to be heard.

What we learn from our work in east London we use to inform and influence wider policy – working to influence change in structures, systems and policies.

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Directorate background

The Advice Services directorate at Toynbee Hall is central to our commitment to address and alleviate poverty in London and beyond. Specialising in debt, welfare benefits, legal support, and generalist advice, our directorate has proven instrumental in significantly enhancing the financial wellbeing of those we serve. Last year alone, our efforts helped individuals and families to be over £23 million better off, showcasing the direct impact of our work.

Our operational model combines direct service provision with a collaborative approach. We directly employ a number of advisors who deliver expert, impartial advice. Simultaneously, we lead a coalition of 15 partner charities—including local Citizens Advice Bureaus and law centres—where additional advisors are employed. This structure allows us to amplify our reach and effectiveness, ensuring that a comprehensive network of support is available to those in need.

By integrating direct support with strategic partnerships, the Advice Services directorate not only tackles immediate financial and legal challenges but also contributes to the broader goal of systemic change, enhancing economic security and community resilience across one of the most challenged demographics in the nation.

Team background

The Debt Advice Team at Toynbee Hall plays a critical role in delivering specialised support to individuals and families facing financial distress. The Mental Health Crisis Breathing Space (MHCBS) team will operate as a subset of this broader Debt Advice Team, with a focus on supporting clients experiencing severe mental health crises. Funded by the Money and Pensions Service (MaPS), this specialised team will provide crucial financial protection and tailored debt advice to individuals who are in mental health crisis care, ensuring they receive expert support while navigating complex financial challenges.

The MHCBS team integrates seamlessly with the wider Debt Advice services at Toynbee Hall, drawing on the collective expertise and resources of the organisation while addressing the specific needs of vulnerable clients in crisis. This approach enables the delivery of holistic and effective support, contributing to Toynbee Hall's broader mission of fostering financial resilience and empowering the most vulnerable members of the community.

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How we work

Our values are **Inclusive**, **Courageous** and **Empowering** and we expect everyone who works with us to work in a way that aligns with these values and to do their utmost to deliver our strategic objectives according to their role.

Job purpose

The Advice Manager (Mental Health Capacity Breathing Space) will oversee the delivery and effective management of the Mental Health Crisis Breathing Space (MHCBS) service, ensuring it operates smoothly and meets the required standards and compliance. This role involves guiding the MHCBS team, setting clear objectives, conducting eligibility checks, and auditing the quality of advice and casework to ensure compliance with internal and external guidelines. The Team Leader will work closely with mental health professionals and external partners to coordinate client referrals and manage the ongoing support provided to clients throughout their crisis treatment and beyond.

Scope of role

The Advice Manager (Mental Health Capacity Breathing Space) is responsible for managing and delivering the MHCBS service, a specialised subset of the Debt Advice Team. The role ensures that the service operates efficiently, adheres to compliance and quality standards, and provides tailored support to vulnerable clients in mental health crises. A key focus of the role is overseeing the referral and eligibility process, ensuring that clients referred by Approved Mental Health Professionals (AMHPs) and other partners meet the criteria for the MHCBS scheme. The Advice Manager will work closely with mental health teams and external agencies to ensure smooth client transitions into the service.

As the line manager for the MHCBS Debt Advisors, the Advice Manager will provide leadership, support, and supervision to ensure the team operates effectively. This includes conducting regular Case File Reviews (CFRs) and Observations as part of the quality assurance process, ensuring that the advice provided is accurate, compliant with regulations, and meets internal and funder standards. While the Advice Manager will not directly deliver training, they will work closely with the Training and Wellbeing Manager to ensure that team members receive the necessary support and development opportunities.

The Advice Manager will also oversee the team in providing ongoing support to clients throughout their crisis treatment and beyond, helping them stabilise their finances and work towards long-term debt solutions. Additionally, the role requires auditing casework, monitoring team performance, and maintaining adherence to frameworks such as FCA guidelines. Close collaboration with mental health professionals and referral partners is essential to ensure that clients' financial needs are addressed alongside their mental health care, making the role pivotal in delivering a high standard of support for clients during a critical time in their lives.

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Key working relationships

- **MHCBS Debt Advisors:** As the line manager, you will provide leadership, support, and regular supervision to the MHCBS Debt Advisors. This includes conducting Case File Reviews (CFRs), Observations, and ensuring the team delivers high-quality, compliant advice in line with service objectives and funder requirements.
- **Training and Wellbeing Manager:** Work closely with the Training and Wellbeing Manager to identify training and development needs for the MHCBS Debt Advisors. Ensure team members are supported through appropriate training opportunities and wellbeing initiatives to maintain high standards of service delivery.
- **Mental Health Professionals (MHPs):** Liaise with MHPs to manage referrals into the service, ensuring clients meet the eligibility criteria for the MHCBS. Work collaboratively to provide holistic support that addresses both the mental health and financial needs of clients.
- **Head of Direct Delivery:** Report to and collaborate with the Head of Direct Delivery to align the MHCBS service with wider organisational goals, ensuring strategic objectives are met, and operational challenges are addressed efficiently.
- **Quality and Compliance Teams:** Work with the Quality and Compliance teams to ensure that all advice provided through the MHCBS service meets internal standards, funder requirements, and FCA regulations. Conduct regular audits and contribute to continuous improvement initiatives.
- **Referral Partners:** Maintain strong relationships with external referral partners, including mental health services and community organisations, to ensure the smooth flow of clients into the service and support them throughout their engagement.
- **Clients:** Ensure that clients receive high-quality, compassionate, and effective debt advice tailored to their unique needs, particularly as they navigate mental health crises. Engage with clients throughout their time in the MHCBS service, providing ongoing support and monitoring their progress.

Key Responsibilities

1. **Service Delivery Management:**
Oversee the day-to-day operations of the Mental Health Capacity Breathing Space (MHCBS) service, ensuring it runs smoothly and effectively, meeting all internal and external standards, and ensuring uninterrupted service delivery.
2. **Team Leadership and Line Management:**
Lead, manage, and support the MHCBS Debt Advisors, ensuring they are well-equipped to deliver high-quality, compliant debt advice. Conduct regular supervisions, Case File Reviews (CFRs), and Observations to monitor performance and provide guidance.
3. **Referral and Eligibility Management:** Manage the process of client referrals from Approved Mental Health Professionals (AMHPs) and other partners. Ensure all referred clients meet the eligibility criteria for the MHCBS service, working closely with mental health professionals to facilitate smooth transitions into the service.
4. **Quality Assurance and Compliance:** Ensure that all advice provided through the MHCBS service meets internal quality standards, funder requirements, and complies with regulatory frameworks such as the FCA guidelines. Conduct regular audits of casework and contribute to maintaining high-quality service provision.

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5. **Collaboration with Training and Wellbeing Manager:** Work in collaboration with the Training and Wellbeing Manager to identify the training needs of MHCBS Debt Advisors, ensuring they receive the necessary support and development opportunities to maintain service quality and staff wellbeing.
6. **Client Support and Engagement:**
Oversee the delivery of ongoing support to clients throughout their mental health crisis treatment and beyond, ensuring they are equipped with the tools and advice to stabilise their finances and work towards long-term debt solutions.
7. **Partnership and Stakeholder Engagement:**
Collaborate with external partners, including mental health services, referral organisations, and internal teams, to ensure that clients' financial and mental health needs are addressed holistically. Maintain strong working relationships with all stakeholders to enhance service delivery.

Person Specification

The successful candidate will demonstrate:

1. Experience and Skills:

- Hold a Certificate in Money Advice Practice (CertMAP) from the IMA in partnership with Staffordshire University
- Significant management experience
- Ability to work on own initiative or as part of a team
- Influencing and negotiating ability.
- Excellent interpersonal skills and an ability to build relationships with staff at all levels.
- Ability to give constructive feedback in a positive and coaching style.
- Proven ability to monitor and evaluate performance through case checking and supervision, and to support improvement.
- Up to date knowledge of the key issues of debt advice arising from legislation, regulation, policy, practice and services.
- Proven ability to identify learning and development needs and contribute to the development of appropriate learning activities for groups.
- Proven ability to identify service delivery issues affecting quality and work on own, or with others, to find appropriate and effective solutions.
- Ability to plan effectively and realistically, managing own workload in a busy environment and working accurately to agreed deadlines.
- Ability to collate information and write concise reports, including analysing information, identifying issues/risks and making recommendations for corrective action.
- Ability to make decisions, work under pressure on several competing tasks and meet deadlines.
- A proven commitment to continuing professional development.
- High standard of numeracy and computer skills, specifically with Microsoft Office Suite (Word, Excel, Access, PowerPoint, Outlook, MS Project) with an ability to understand and analyse complex financial and other numerical information.

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2. Communication and Interpersonal Skills:

- Ability to build and maintain positive relationships with all staff members.
- Excellent written and verbal communication skills.
- Competence in handling sensitive information with discretion and maintaining confidentiality.

3. Personal Attributes:

- High level of professionalism and integrity.
- Ability to work independently and proactively without supervision.
- Capacity to remain calm and effective under pressure, adopting a “find a solution, no blame” attitude.
- Open-minded, inclusive, and collaborative approach, seeking fresh and alternative perspectives.
- Commitment to empowering others by sharing knowledge and enabling action.

4. Commitment:

- Strong alignment with Toynbee Hall’s mission, strategy, and values.
- Willingness to participate in training and develop further understanding in areas such as safeguarding.

Desirable Criteria:

1. Experience and Skills:

- Previous experience working with the Mental Health Crisis Breathing Space scheme, or similar debt relief schemes, would be advantageous.
- Previous experience working with clients in mental health crisis or vulnerable situations, including an understanding of safeguarding issues related to mental health.