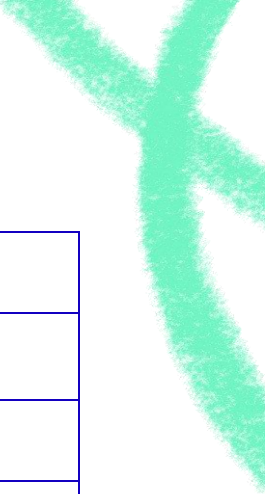


Economic Inclusion Services Manager

Job Description and Person
Specification



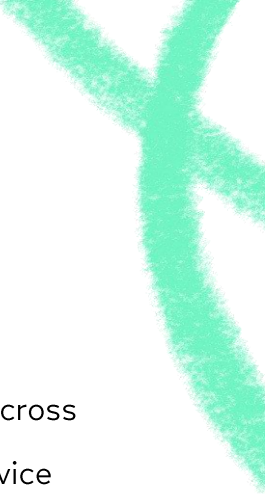
Hours	Full Time (37 hours per week)
Leeds Mind Grade	Grade 6
Contract	Permanent
Location	Clarence House, Horsforth, Leeds, LS18 4LB with occasional travel across Leeds and surrounding areas
Annual Leave	28 days a year plus 8 Statutory holidays, rising to 31 days after 3 years
Pension	3% employer contribution, 5% employee contribution, enhanced by salary exchange
Probationary Period	4 months
Reporting to	Director of Operations
DBS Check Level	Enhanced

Introduction

We have faith and optimism in the people who access our services and so delivery is built around their needs. We support the people of Leeds West Yorkshire to discover their own resources to 'recover' from periods of poor mental health, and to live life independently with their mental health difficulties. Our values of Being Open, Supportive, Brave, Connected and Resourceful are pivotal to the work we do.

This is an exciting opportunity to lead and develop Leeds Mind's growing portfolio of economic inclusion services. You will oversee employment, wellbeing and recovery programmes that support people to improve their mental health, build financial resilience and access meaningful opportunities.

A key priority will be leading high-quality, fidelity-based supported employment services, including Connect to Work - a nationally funded programme supporting people with health conditions, disabilities and other barriers to secure and sustain paid employment. You will ensure services meet quality standards and contractual requirements, deliver strong outcomes and continually improve.



Working closely with our Business Development Team, senior leaders, commissioners and partners, you will identify and shape new opportunities across employment, wellbeing and mental health. You will use your expertise in service mobilisation, partnership development, contract management and change leadership to launch new services successfully and deliver against organisational and commissioner priorities.

Belonging at Leeds Mind

Leeds Mind is committed to creating an inclusive environment – equity, diversity and inclusion are at the heart of everything that we do.

We are committed to ensuring that our colleagues, volunteers and people who access our services feel a sense of belonging at Leeds Mind that gives them the confidence to share their unique perspectives and experience.

By creating an inclusive environment that fosters belonging, we aspire to attract colleagues and volunteers who offer diversity of experience and thought. We believe this will ultimately improve the service we provide as well as the employee and volunteer experience.

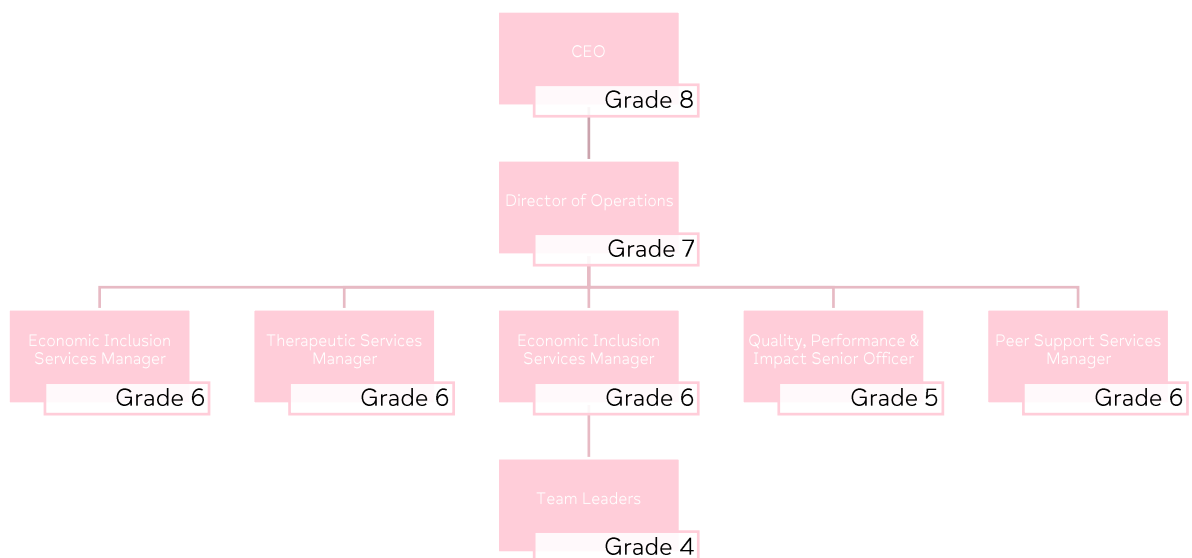
To find out more about how we are developing this you can click [here](#).

Purpose of the role

The Economic Inclusion Services Manager will play a pivotal role in advancing equitable opportunities for individuals within the mental health system by leading a dynamic team and developing strategic partnerships. This role is responsible for building and maintaining collaborative relationships with key stakeholders, including mental health service providers, local authorities, and commissioners, to ensure the delivery of inclusive, community-led services. The successful candidate will provide strong, visionary leadership to drive innovation, promote best practice, and align departmental goals with broader organisational and policy objectives.

The role is responsible for strategic planning, performance management and cross-sector collaboration, with a clear focus on improving economic inclusion and opportunities for people experiencing mental health difficulties. The postholder will also act as one of Leeds Mind's Deputy Safeguarding Leads and must have demonstrable experience of managing safeguarding concerns, risk and safe service delivery.

Team Structure



Main Tasks and Responsibilities

The postholder will be expected to deliver safe, high-quality and financially sustainable services; maintain strong commissioner and partner relationships; develop and support high-performing teams; and use performance, financial and service-user insight to drive continuous improvement.

- Responsibility for collaborative workstream implementation/delivery, developing consistent process and best practice (through becoming a champion), including user involvement, equality and diversity, safeguarding, and safe systems of work.

- Take accountability for service performance, ensuring contractual and organisational targets are met or exceeded, identifying emerging risks and implementing timely remedial action where performance falls below expectation.
- Robust management of contracts, ensuring constructive liaison with funders and partners, overseeing reporting and monitoring compliance as required
- Build and maintain productively and proactive relationships, enabling effective information sharing, best practice and continuous improvement across the delivery team
- Work closely alongside Finance colleagues in strategic financial planning and budget management, ensuring your service area remains within allocated financial envelopes.
- Work closely alongside Business Development colleagues to contribute to sustainable growth and new business opportunities.
- Act as an ambassador for Leeds Mind vision and values to support the success of the service by creating a pan-delivery sense of purpose which aligns with contract/s principles, objectives and targets

Organisation

- Lead the performance and development of staff teams through clear expectations, regular supervision, constructive feedback and meaningful development.
- Deliver engaging and purposeful team meetings with staff
- Lead/deliver on cross-organisational projects and initiatives that continuously improve working practices and relationships
- Work within the framework of Leeds Mind's policies and procedures
- Promote the values, behaviours and ethos of Leeds Mind
- Lead on the responding and reporting of safeguarding concerns in line with the Leeds Mind safeguarding policies and procedures
- Deputise for the Director or Operations when needed
- Undertake any other reasonable duties as and when required

Person Specification

	Essential	Desirable
Knowledge/Qualifications	• Relevant level management qualification and/ or significant and demonstrable experience at a similar level • Experience delivering fidelity-based services e.g. Supported Employment & IPS • Mental health and wellbeing • Data protection, risk management and information sharing expertise • Managing safeguarding and risk management within a team environment • Working with marginalised communities and vulnerable groups • Anti-discriminatory and inclusive practice	• Experience delivering services to children and young people • Robust understanding of wider determinants of health • Therapeutic and social mental health and wellbeing interventions, including Peer Support, Suicide Bereavement • IPS training or certification
Skills/Ability	• Ability to manage a wide-ranging portfolio of contracts, projects and services • Contract management and partnership working	• Ability to think strategically with strong analytical and problem-solving skills • Ability to coach individuals and teams to reach both

	• Report writing and performance analysis • High level of digital skills & capability • Excellent interpersonal skills • Ability to build cohesive teams and a positive service culture. • Ability to work autonomously and as part of a team • Manage challenge positively and appropriately • Proactively develop partnerships and relationships	service and their own professional goals
Experience	• Proven success in contract delivery and development, including implementation and exit • Operating at a senior level with an external audience, engaging and influencing a variety of stakeholders • Partnership working with public, voluntary and commercial sectors • Significant experience of staff and service management • Budget management and financial controls	

	• Proven track record in delivering business and contractual targets	
Behavioural	• Motivated, confident and resilient • Ambitious about professional goals and the evolution of service delivery across Leeds Mind • Lived experience of mental health difficulties • Commitment to Leeds Mind's values • Commitment to inclusive practice • Open to change and able to work flexibly in line with the needs of the service/organisation. • Commitment to working in partnership with service users, management, and staff. • Understanding of the challenges faced by people experiencing mental health difficulties. • Demonstrate a commitment to equity and diversity in the workplace. • Commitment to safeguarding clients and others you may come into contact with as part of your role. • Commitment to meaningful engagement with our communities when designing services, policies, models, recruitment etc.	