

## Service Manager Role

**Position:** Service Manager

**Salary:** £30,000

**Hours:** Full time. 35 hours per week

**Contract type:** Fixed term for 6 months (extension possible dependent upon funding)

**Location:** Our office is at the Wellbeing Centre in Mold, CH7 1EG, with travelling across services in Flintshire and Wrexham. Hybrid working is possible.

**Reports to:** Chief Executive Officer

**Benefits:** 27 days of annual leave plus bank holidays, well-being days and 5% pension

### About the organisation:

North East Wales Mind is a progressive mental health organisation that supports people experiencing mental health difficulties to flourish. The aim of our work is to help people build on their strengths, overcome obstacles, and become more in control of their lives. We have faith and optimism in our clients and so the services we deliver are built around their needs. We support the people of Flintshire and Wrexham to discover their own resources to 'recover' from periods of poor mental health, and to live life independently with their mental health condition.

### Purpose of role:

The Service Manager will form part of organisation's senior leadership team and play a key role in driving the success and strategic development of our community mental health services, with a particular focus on the iCan service. The post will require focus on other services, ensuring alignment with organisational values and system priorities. You will lead service improvement through proactive and innovative approaches, fostering solutions that meet evolving needs and challenges. This will include embedding a Trauma Informed approach throughout our work, enabling the organisation to become a Trauma Enhanced organisation as outline in the Trauma Informed Wales Framework.

You will be responsible for developing and managing the delivery of high-quality services, overseeing staff and volunteers, producing insightful reports, building and maintaining strong external relationships, and ensuring the voice and influence of people who use our services are at the heart of decision-making. This will include the development of co-production initiatives. By working collaboratively across the system, you will contribute to the long-term sustainability and reach of our services across North East Wales. In this role, you will prioritise the wellbeing of the people we serve, while ensuring that our practitioners have the support and guidance they need to deliver safe and effective services to our local communities. Alongside you will be responsible for delivering a range of low level psychological therapy, trauma informed interventions and evidence-based techniques, to include Supported Self Help.

## **Job Description:**

### **Main Duties and Responsibilities:**

- Provide dynamic and effective leadership to the Community Wellbeing team, with flexibility to support other services as needed, ensuring consistency in service standards and strategic alignment.
- Effectively manage staff and volunteers, setting clear objectives, conducting regular reviews, and fostering continuous development. Take action to manage performance, conduct, and attendance where necessary.
- Champion a co-production approach through the voice and influence of people who use our services and people with lived experience of mental ill health, embedding their feedback into service development and delivery.
- Deliver a range of low level psychological therapy, trauma informed interventions and evidence-based techniques, to include Supported Self Help
- Ensure that services provided are safe, accessible, effective, of a high quality and subject to regular evaluation and maintain the highest level of the Mind Quality Mark.
- Ensure that staff and volunteers are provided with the right support, coaching and development to enable them to do their job and fulfil their potential.
- Lead service development and improvement initiatives with a forward-thinking, innovative approach, ensuring that services remain responsive to both current and emerging needs.
- Build strong, collaborative relationships with internal colleagues and external stakeholders, promoting multi-agency working and service integration to enhance system-wide support.

- Produce high-quality reports that demonstrate both qualitative and quantitative aspects of service performance, ensuring transparency and data integrity.
- Ensure robust risk management practices are in place, particularly in relation to safeguarding, and that these are regularly reviewed and adhered to.
- Oversee service budget management, ensuring financial sustainability and efficiency across all areas of responsibility.
- Work strategically to align service goals with broader system priorities, fostering partnerships that enable long-term service development and growth.
- Participate in on-call duties on a rota basis, ensuring out-of-hours support for operational needs.

### **Professional Responsibilities:**

1. Ensure that the values of North East Wales Mind are maintained and developed throughout the role.
2. Understand and implement all safeguarding policies and procedures in relation to working with children, young people and adults at risk of harm.
3. Enhance equity, diversity, inclusion and equality within our work.
4. Involve people with lived experience of mental health problems in every aspect of our work.
5. Always Maintain a professional and confidential approach to work.
6. Actively participate in regular supervision sessions and team meetings as requested.
7. Be willing to attend appropriate training courses as agreed with your manager.
8. Contribute to the effective and efficient running of North East Wales Mind by awareness of and compliance with policies and procedures, including Health and Safety and Safeguarding.
9. Ensure data is managed in compliance with General Data Protection Regulations.
10. Create positive relationships and treat all staff, volunteers and members of the public with dignity and respect, adhering to North East Wales Mind's core aims and values, and adhering to equal opportunities and diversity statements and policies.
11. Work outside of normal office hours as required to do so to meet the needs of the service.

12. Play a role in developing shared best practice in responding to the needs of people supported in North East Wales Mind.

13. Carry out other duties as requested, this is not an exhaustive list, and employees may be required to perform activities not listed here.

This job description may be subject to joint review from time to time between the post holder and North East Wales Mind, and as such is liable to amendment.

## Person Specification:

North East Wales Mind is committed to promoting mental health awareness, reducing stigma, and improving the quality of life for people with mental health challenges. We value diversity, inclusion and lived experiences when recruiting our staff and volunteers.

Attributes	Essential	Desirable
<p><b>Qualifications and Knowledge</b></p>	<p>Qualified to degree level or equivalent and in a relevant field</p> <p>Well-developed knowledge and understanding of well-being, mental health and/or health and social care</p> <p>An understanding of the need to use evidence based psychological therapies as an early intervention, as well as the wider range of social and economic situations that affect mental health</p> <p>Up to date knowledge of Safeguarding legislation and procedures for children, young people and vulnerable adults</p> <p>Understanding of key current issues within mental health</p>	<p>Evidence of further training in mental health and suicide awareness</p> <p>Evidence of training in the delivery of low level mental health interventions</p> <p>Developing and/or delivering high quality training</p> <p>A counselling qualification / working towards a counselling qualification</p>
<p><b>Experience</b></p>	<p>Experience of working with people experiencing mental health challenges</p> <p>At least 1 year's management experience in a relevant field</p> <p>Working in a health, social care or other relevant setting</p>	<p>Leading change in services and driving service developments</p> <p>Developing co-production initiatives</p> <p>Embedding a trauma-informed approach</p>

	<p>Experience of managing, developing and delivering services within different communities</p> <p>Recognising and responding to risk and safeguarding concerns</p> <p>Good understanding of multi-disciplinary and community work</p> <p>Mentoring/coaching others or supporting a team</p> <p>Building and maintaining relationships with stakeholders</p>	
<b>Skills and abilities</b>	<p>Excellent written, verbal and non-verbal communication skills</p> <p>Excellent IT skills including the use of Microsoft Office packages and online systems</p> <p>Data analysis and report-writing skills</p> <p>Able to manage a diverse range of completing priorities and meet deadlines</p> <p>Able to work autonomously and as part of a team</p>	Ability to speak and write Welsh
<b>Attitude and personal attributes</b>	<p>High level of enthusiasm and motivation</p> <p>Passionate and enthusiastic, a solution-focused approach and can-do attitude</p> <p>Committed to personal and professional development</p> <p>Committed to equity, diversity and inclusion</p> <p>Dedicated to collaborative working</p>	
<b>Other</b>	The ability to travel around Flintshire and Wrexham county and further afield, as required	Lived experience of mental health

	Prepared to work flexibly including weekends and evenings	
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## Application process:

Please send your CV and a cover letter which should indicate why you are interested in applying for this role and how you meet the selection criteria to Michelle Collard [michelle.collard@newmind.org.uk](mailto:michelle.collard@newmind.org.uk)

**Closing Date: 4<sup>th</sup> November 2024 at 9am**

## Contact information:

For further information about the role please contact Michelle Collard:

Tel: 01352 974430 / 07759 129837 or Email: [michelle.collard@newmind.org.uk](mailto:michelle.collard@newmind.org.uk)

