

**Head of Community Mental Health and Development  – Job Description, Person Specification & Competencies**

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| **Name of Employee**  |   |
| **Date of Issue**  | November 2023  |
| **Department/Location**  | Operations Support/Head Office   |
| **Reporting Line**  | DCEO   |
| **Grade / Hrs / Duration**  | G7/ 37.5 / Permanent  |
| **DBS – Level Required**  | Enhanced |
| **Location/s**  |  Littlehampton preferred base with expectation to work across our locations. |
| **Competency level**  |  All Levels including level 4 & 5: Management & Executive   |
| **Job Summary**  |
| West Sussex Mind, (WSx Mind - local mental health charity affiliated to National Mind) - provides mental health support and prevention services and also works to raise awareness and tackle stigma and discrimination in local communities across West Sussex. All our services use a variety of channels and methods to engage, communicate with and support people around mental health: In person/face to face, by phone, by email, by text, through a video-call (for individual support) or video conference (for groups), through Facebook groups and by sign-posting service users to self-help resources on websites etc.   Over the last 3 years the organisation has expanded significantly and with the appointment of a new CEO in April 2023 this role was created to strengthen our Senior Leadership team and give us additional capacity to focus on building partnerships. innovation and business development.  There is an expectation that over time the scope of development and operational responsibilities could change or grow but it is currently proposed that the Head of Community Mental Health and Development will:  * Provide leadership and senior management to specified operational services provided by WSx Mind: Communities and Inclusion, Training and Volunteering services
* To take responsibility for delegated areas of work including providing leadership around the involvement of volunteers in all areas of the organisation
* To search out opportunities through bids and tenders to extend and develop our external training programmes and communities and inclusion services to reach more people and tackle stigma and remove barriers to accessing our services.
* To take the lead on developing new services and projects as required
* To work in partnership with the Head of Adult Mental Health Services and Head of Children, Young People and Family Services to ensure service users receive a seamless end to end support service and pathway of care
* To work as a key member of the West Sussex Mind leadership team and contribute to leadership and direction of the organisation
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| **Scope & Accountabilities**  |
|   This role is responsible for the management of key operational services and the direct line-management of service managers leading these services. This role works closely and flexibly with the Head of Performance and Impact, Head of Adult Mental Health Services, Head of Children, Young People and Families Services and DCEO to ensure that all operational services are effectively led, managed and developed.    |
| **Key Tasks**   |
| 1. To provide leadership and direction to specified WSx Mind operational services ensuring that WSx Mind strategy, is translated into operational policy and that all staff understand the vision, values and objectives of the organisation.
2. To oversee and ensure that sound service plans are developed and implemented for specified operational services.
3. To provide service managers with clear direction, good supervision and performance management and to proactively manage any staff performance issues using WSx Mind policies as required.
4. To ensure all relevant service operational policies and procedures are current, understood by operational staff and that they are working within these policies and procedures. To lead on the development and review of policies and procedures as agreed by the senior leadership team.
5. To take responsibility for managing the delivery of all relevant contracts and grant agreements relating to specified operational services ensuring that all performance and reporting requirements are met and liaising with WSx Mind Head of Performance and Impact and ensuring strong relationships are developed and maintained with health and social care commissioners and contract managers and also with key providers and partners.
6. To support and develop strategic partnerships with and contribute to leadership of local systems and services supporting the addressing of health inequalities ensuring West Sussex Mind services are contributing effectively into the system.
7. To take a lead on developing new and maintaining existing business and contracts in order to deliver organisational strategy including identifying and creating opportunities, writing fund-raising bids and business cases and leading on tendering if required.
8. To lead on ensuring that volunteers are involved significantly within the work of the organisation and that their involvement has impact on what the organisation is achieving, including championing the growth of peer volunteers within WSx Mind.
9. To lead on ensuring that all services reporting to you are proactively tackling inequalities and that individuals using our services reflect the diversity of our local communities.
10. To lead on ensuring that service user involvement is key in the development and delivery of all operational services reporting to you
11. To oversee the recruitment of relevant managers and contribute to recruitment of other key operational service staff if required ensuring that WSx Mind recruitment policies are followed.
12. To work with the DCEO and WSx Mind Finance & Resources Manager to set budgets for operational services and to ensure that operational services are managed within allocated budgets.
13. To respond to any escalated complaints about services as per the Complaints Policy
14. To oversee Child Protection, Adult Safeguarding, Health and Safety and Data Protection for all services under your responsibility, working with the WSx Mind lead(s) for these areas to ensure that policies and procedures are followed, and good practice is promoted.
15. To liaise closely with the Head of Adult Mental Health Services and Head of Children, Young People and Families services to ensure a seamless co-ordinated response to need and management of risk for our service users.
16. To oversee the recruitment of staff and volunteers to services ensuring that WSx Mind recruitment policies are followed.
17. To represent the organisation at key operational and strategic forums acting as an effective ambassador for WSx Mind at all times.
18. To work collaboratively to support the work of the senior leadership team
19. To undertake any other duties which are required and are commensurate with the level of the post.
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**Person Specification** - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

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| **Essential Experience/Qualifications**  |
|  * Relevant health, social care, management or related professional qualification.
* Strong evidence of previous training or learning (formal or informal) which relates to managing services or staff
* Relevant safeguarding training
* Relevant health & safety training
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| **Professional & Technical Knowledge, Skills and Abilities**  |
|  * A highly proficient and confident manager with proven knowledge, skills and abilities as a leader and manager, ideally managing operational services in a mental health organisation or in a related health, social care or housing service
* Proven skills and abilities around managing the delivery of contracts and working effectively with commissioners and funders of services
* Knowledge and skills around services working with people with mental health needs and/or carers, and knowledge of models and services to meet needs
* An understanding of the causes of inequalities and experience of developing innovative solutions and services to meet emerging needs.
* Committed to user led services, equal opportunities and a person centred and recovery focussed model of service delivery
* Committed to and experience of involving volunteers in work of organisation in a way that makes a significant impact on achievement of goals
* Able to use significant knowledge and broad skills and abilities as a manager to lead and model good practice to guide and supervise managers
* Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required, to take responsibility for their own personal development
* High level of practical knowledge and understanding of legislation in relation to health & safety, data protection, risk management and safeguarding
* Experienced IT & digital user with excellent knowledge of Office 365
* High level of written and verbal communication skills
* Proven skills, knowledge and abilities around developing new business, including the development of effective partnerships with other agencies, the process of tendering and negotiating contracts and the ability to complete complex written submissions to tight deadlines
* Highly effective team player with ability to work effectively within a senior management team and local partners and with excellent creative and problems solving skills
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I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

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| **Signed: Staff member**  |   | **Date:**  |   |
| **Signed: Line Manager**  |   | **Date:**  |   |