

Job Description

Job Title	Community Services Manager
Service/Department	Community Services
Salary	£31,930 per annum
Hours	37.5 per week (to be worked flexibly)
Base	Colchester/Maldon
Responsible to	Service Operations Manager
Accountable to	Chief Executive

Job Summary:

Responsible for the day-to-day management of the Community Services for people with mental health needs in Mid and North East Essex.

Together with the Service Operations Manager, ensure the Community Services are compliant with the principles, service aims and service objectives contained within the contracts.

Support the Chief Executive, Marketing and Fundraising Manager, Service Operations Manager and Clinical Lead in promoting the Community Services

Key Responsibilities:

1. Responsible for the efficient day to day management and operation of the Community Services and, together with the Service Operations Manager, ensure that the teams operate in accordance with the principles and aims and achieves the Service objectives outlined in the Service Specifications.
2. Demonstrate leadership; undertake Team Meetings; provide support to the Teams; provide development opportunities; monitor client caseloads and undertake performance management, where appropriate, in line with Mid & North East Essex Mind's policies and procedures
3. Ensure effective dissemination of information to staff.
4. Develop and maintain excellent working relationships between the Service, Statutory Health Services, Local Authorities, partner agencies and other Health and Social Care agencies and charities.
5. Perform the lead role for employment support related issues within the organisation using experience and up to date knowledge and research.
6. Develop Service Level Agreements in co-operation with the Service Operations Manager, Clinical Lead and Chief Executive
7. Contribute to writing bids for funding and contracts to support Mid and North East Essex Mind in achieving its objectives for the Community Services
8. Manage and investigate complaints within the Community Services appropriately and in a timely manner, in liaison with the Service Operations Manager
9. Monitor, evaluate and develop the Services ensuring all activities are informed by client and carer experience and views.

10. Represent and be an advocate of Mid and North East Essex Mind at all times
11. Ensure that services/sites within the Community Services meet with National and local Health & Safety legislation and standards, in liaison with Health and Safety Lead for Mid and North East Essex Mind
12. Carry out effective Case Management, ensure recording and reporting procedures are in place, and that these are reviewed and appropriately revised in line with Organisation Policy
13. Monitor, analyse and report on Service data (including referrals and caseload management) in compliance with all Service Monitoring and reporting requirements.
14. Submit activity reports to the Service Operations Manager and Chief Executive in line with Service Contracts.
15. Monitor budgets related to projects in line with Financial Policy
16. Implement Quality Assurance processes and monitor compliance with the Service Operations Manager and Chief Executive.
17. Complete administrative tasks including regular audits of client files/records. Carry out tasks that are relevant to meet the Organisation, Service and legal requirements
18. Provide effective individual and team-based Supervision and Annual Performance Appraisal in line with Organisation protocol
19. Ensure that staff within the Community Services receive Induction, mandatory training and on-going training according to their individual personal development plan
20. Provide direct training for staff, where appropriate
21. Participate in regular Supervision, Appraisal and training appropriate to your role
22. Facilitate and attend both internal and external meetings
23. Promote the Community Services within the local community as well as to external bodies, stakeholders and potential funders.
24. Contribute to the development of policies and procedures where applicable
25. Assess clients and signpost them to appropriate services, monitoring and recording service provided. Cover casework and provide direct support to clients, where appropriate i.e. staff shortages or an increase in demand for Service
26. To work to Safeguarding legislation and policies for children and vulnerable adults at all times
27. Lead recruitment of management staff within Community Services in line with Mid and North East Essex Mind's policies and procedures
28. Support HR function in recruitment of volunteers in line with Mid and North Essex Mind's policies and procedures.
29. Keep up to date on opportunities and changes which may affect the Community Services
30. Represent the Organisation by attending Meetings and Events to liaise with other professionals within the Health and Social Care and Support Sector
31. Provide advice and information on support for and recovery from mental illness to people within and outside the Organisation. Signpost where appropriate.
32. To undertake Management On Call on a rota basis

Organisational values: *Post-holders should be able to demonstrate the following:*

Value	Phrase
Honest	Trust in our honesty
Empowering	Giving others strength
Non-judgemental	Treating all as equals
Respectful	Showing admiration for others
Supportive	Here when people need us

General:

- *The post holder will be required to participate in the assessment of risk and thereby contribute towards clinical and corporate governance agenda as appropriate.*
- *The post holder must maintain the confidentiality of information about clients and other services, in accordance with the charity's policy.*
- *The post will be subject to a regular annual staff appraisal.*
- *The post holder will be expected to keep themselves up to date on all matters relating to Mid and North Essex Mind's procedures and policy.*
- *The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or the charity, reporting any potential risks to life or property immediately in accordance with the charity's Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely.*
- *Refrain from smoking in any area of the premises not designated a smoking area.*
- *Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practice continuous professional development.*
- *The charity is committed to Equal Opportunities for all present and potential members of staff and clients. Therefore the charity expects all employees and volunteers to understand, support, and apply this policy through their working practice, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration*
- *Co-operate with all staff in maintaining good relationships with outside agencies and the general public in order to uphold the charity's image and win increased support for its work*
- *Carry out any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by your direct Line Manager*

Person Specification

POST: Community Services Manager

Category	Essential	Desirable
Education & Qualifications	<ol style="list-style-type: none"> 1. Good general standard of education to NVQ Level 5 or equivalent 2. Management qualification or equivalent demonstrable experience 	
Experience	<ol style="list-style-type: none"> 3. Significant experience of managing a Mental Health Service 4. Relevant experience of working with children, young people and adults within Mental Health Services 5. Experience of management and leadership 6. Experience of providing supervision 7. Experience of implementing change management 8. Experience of risk management processes 9. Extensive experience of managing safeguarding concerns, including prevention and intervention, recording and reporting to relevant external bodies 10. Experience of project management 11. Experience of developing and delivering training 12. Experience of budget monitoring 13. Experience of report writing and data collection, analysis and presentation 14. Experience of partnership working and multi-agency liaison 15. Experience of working in line with Contracts 	<ol style="list-style-type: none"> 1. Experience of working within the third sector 2. Understanding and knowledge of working with volunteers
Skills, Abilities & Knowledge	<ol style="list-style-type: none"> 16. Proficient in the use of Microsoft Office 17. Problem solving skills 18. Excellent verbal and written communication skills 19. Time management and prioritisation skills 20. Ability to deal with conflict and work with a solution focused approach 21. Ability to work flexibly (some out of hours work required) 22. Ability to uphold MNEEM's Values and Vision for future development 23. Understanding the need for confidentiality and where to set the boundaries for confidentiality 	
Personal Characteristics	<ol style="list-style-type: none"> 24. Empathetic 25. Patience 26. Initiative 27. Car driver 	