



JOB DESCRIPTION

Job Title - Mental Health & Wellbeing Manager

Responsible to Head of Projects
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Working relationships with - Volunteer counsellors, Counselling Service Advisor, Administrator and other volunteers
Partner agency Managers and staff, including Locality Teams, Schools, Voluntary Sector service providers
Other  Project Managers
Finance Department
HR Manager
Local Authority
Contract Commissioners

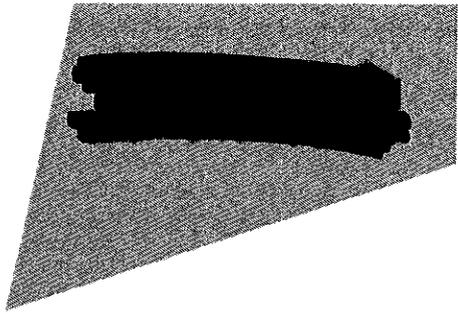
Job purpose

- To strategically develop and manage a comprehensive and confidential counselling service primarily aimed at young people aged 13-25 years
- To achieve evidenced positive outcomes for young people accessing the service, meeting contract agreements within budget
- To line manage each Volunteer Counsellor for the Counselling Service, the designated administrator and Counselling Service Advisor

Main Tasks

Strategic Delivery – 60%

- To review the marketing plan, ensuring the service is well represented and promoted across the county with partners and during key mental health events
- To ensure publicity material is prepared in a timely way in order to promote the work of the service
- To develop the service by attending key countywide meetings and implementing changes according to strategic need
- To be responsive to the changing needs of the service, including redesign or implementing new initiatives to secure growth

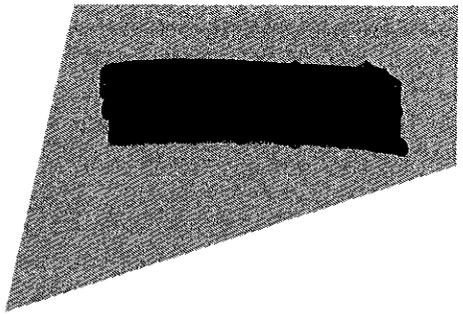
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- To be aware of funding streams and grants, making applications using the [REDACTED] Development process which develop the mental health arm of the organisation
 - To develop, maintain and manage working relationships with partner agencies, meeting regularly and attending committees, contract meetings and working groups as appropriate

Personnel and Operational Management – 20%

- To ensure that staff and volunteers are trained and competent to work with young people, have undergone recognised qualifications appropriate to their role and follow documented procedures
- To carry out monthly 121 supervision with staff and job chats with volunteers
- To ensure staff and volunteers receive regular work reviews and appraisals, are given SMART objectives and have development plans in place.
- To be responsible for the recruitment of staff and volunteers when required
- To ensure staff and volunteers access regular CPD appropriate to their role and in line with the development plan, providing support for BACP accreditation when appropriate
- To identify staff and volunteers able and capable of taking on additional responsibilities, ensuring they are trained to the required standards to carry out these duties
- To provide regular and appropriate methods for communication and feedback with the team
- To ensure high standards of practice, ethics and confidentiality are maintained within the service
- To identify and support safeguarding issues and manage them in accordance with both the [REDACTED] Safeguarding Policy and the Local Safeguarding Board Policy

Project Management and Reporting 10%

- To ensure outcomes and objectives agreed within funding contracts and the business plan are achieved by managing the service in an effective



way

- To be responsible for ensuring the service is delivered within budgets, liaising, where necessary, with the finance department.
- To provide internal reports to [redacted] senior staff team and trustees and external reports to funders, both on a quarterly basis, ensuring that monitoring systems are maintained
- To ensure assessment, measurement and recording tools are used appropriately and to the required standards. To evaluate use through quality assurance checks and auditing
- To use evaluation, reflective thinking and innovation to develop new policy from existing practices, generate new ideas or approach, providing vision and direction

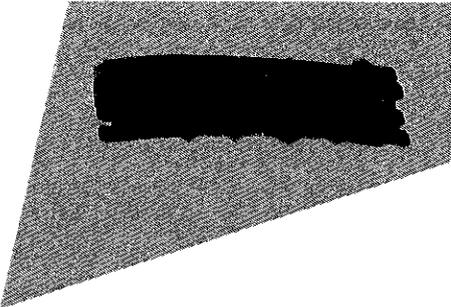
Quality Standards – 5%

- To ensure policies and procedures are developed and maintained in line with the [redacted] quality framework
- To ensure staff and volunteers work in compliance with [redacted] policies and procedures with particular regard to health and safety, equal opportunities, diversity, protection from abuse, data protection and information sharing
- To ensure quality of service is maintained and improved by carrying out quality assurance checks during service delivery
- Use quality assurance information to develop improvement plans for process changes and staff & volunteer training and development

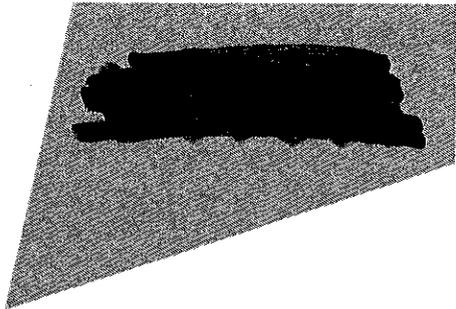
5%

Other Tasks

- To carry out any other tasks that may be required from time to time in accordance with the post holders capabilities
- To participate in reviews of practice and procedure and implement any changes agreed, working within the agreed [redacted] quality framework
- To be involved in commissioning and grant bids and have responsibility for smaller bids within agreed limits
- To represent [redacted] at statutory and voluntary sector forums and meetings
- To keep up to date with evidence based knowledge, skills and current legislation



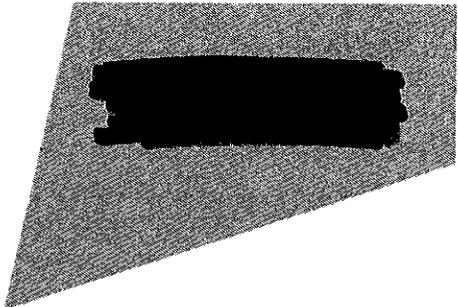
- To deputise for the Head of Projects as required



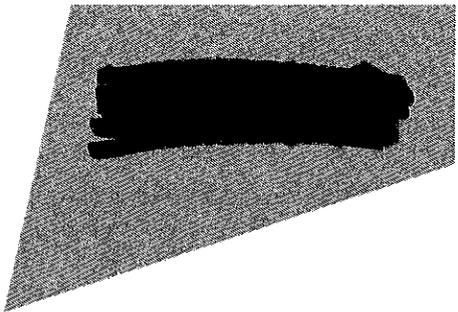
Personal Specification

Experience	Essential	Desirable	Useful
Must have substantial experience of the mental health sector at strategic level	✓		
Significant experience of service redesign or transformation	✓		
Experience of service representation at strategic level	✓		
Experience of successfully writing and securing bids, ideally within the mental health sector	✓		
Experience of delivering successful contracts and meeting contractual targets	✓		
Experience of producing business reports	✓		
Experience of managing budgets	✓		
Experience of managing a large, dispersed team of staff / volunteers	✓		
Experience of managing a Quality Assurance Framework, ideally IAPT	✓		
Experience of managing, developing and motivating staff and volunteers	✓		
Experience of preparing and delivering promotional materials for different target audiences	✓		
Skills and qualities	Essential	Desirable	Useful
A knowledge and understanding of child protection and confidentiality policies	✓		
Computer literate and confident in using software to produce reports and database management	✓		
Excellent interpersonal skills with experience of managing relationships within a multi agency setting, across statutory and voluntary sector services	✓		





Qualifications	Essential	Desirable	Useful
To be educated at degree level or have significant relevant experience	1		
Counselling qualification specialising in working with young people			1
Other	Essential	Desirable	Useful
A current driving licence and access to a car for work	1		
Satisfactory Enhanced DBS	1		



TERMS AND CONDITIONS

Hours of work 21 hours per week with a flexible and professional approach. Some hours may need to be worked in the evenings and at weekends.

Salary Salary – £14837 per annum. This will be reviewed annually and will be subject to a cost of living increase each April. Salaries are paid on the 25th of each

Annual Leave This post attracts 27 days annual leave. Pro rata part time positions.

Fixed Term contract N/A

Sickness Leave As per agreed policy

Pension Auto Enrolment

Maternity & Paternity Leave As per agreed policy

