**Head of Mental Health Support Services – Job Description, Person Specification**

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| **Name of Employee** |  |
| **Date of Issue** |  |
| **Department/Location** |  |
| **Reporting Line** | Deputy Chief Executive  |
| **Grade** | Grade 8 – Service Head  |
| **DBS – Level Required** | Enhanced  |
| **Location of job**  | Preferred base Littlehampton, but potential to be based from another site (Worthing or Southwick)Requirement to travel between and work from all WSX Mind sites and locations. Some flexibility and homeworking is possible but will require significant work from and presence at sites, at least 3-4 days pw.  |
| **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. Within the organisation the role of the Head of Mental Health Support (emotional well-being) Services is to: * Quality assure and provide specialist clinical and mental health leadership, expertise and governance around all mental health support services provided by West Sussex Mind
* Lead, manage and transform specified operational services provided by WSX Mind
* To work as a key member of the West Sussex Mind leadership team and making a significant contribution 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 as well as staff involved in service development and transformation. This role works closely and flexibly with the Head of Operations and Deputy Chief Executive Officer to ensure that all our operational services and business is effectively led, managed and developed.  |

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| **Key Tasks**  |
| **Quality assurance and practice development** 1. To develop and oversee implementation of systems and frameworks to assure quality of West Sussex Mind mental health support services, ensuring staff practice is safe, evidenced based drawing on best practice and psychologically and trauma informed.

**Transformation and change management** 1. To lead on implementing mental health support service change and improvements as per West Sussex Mind plans and commissioner requirements including around working with partners and integrating services.

**Operations management** 1. To provide leadership and direction to specified WSX Mind mental health support services ensuring that West Sussex Mind strategy and commissioner requirements are translated into operational policy and that all staff understand the vision, ethos and objectives of the services.
2. To oversee and ensure that sound business plans are developed and implemented for all these operational services
3. To provide operational 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 that service managers who have responsibility for premises are fulfilling these responsibilities effectively and through this that those sites are safe and running effectively
5. 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.
6. To organise and take part in out of hours management rota (No more than 1 week in 6 – additional remuneration paid).
7. 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 performance manager, contract managers and commissioners about this as required.
8. To take a lead on developing new and maintaining existing mental health support business and contracts in order to deliver organisational strategy including identifying and creating opportunities and involvement in fund-raising bids, business cases and tendering as required.
9. To lead on ensuring that all specified mental health support services are proactively tackling inequalities and that individuals using our services reflect the diversity of our local communities
10. To lead on ensuring that as far as possible mental health support services are co-produced and that peer support is embedded in all practice and development.
11. To lead on ensuring that volunteer involvement in delivery of mental health support services is maximised.
12. To oversee the recruitment of relevant managers ensuring that WSX Mind recruitment policies are followed.
13. To work with CEO, DCEO, HOO and WSX Mind Finance & resources Manager to set budgets for operational services and to ensure that operational services are managed within allocated budgets
14. To respond to any escalated complaints about services as per the Complaints Policy and also to support CEO/DCEO in dealing with such complaints.
15. To oversee Child Protection, Adult Safeguarding, Health and Safety and Data Protection for the services under their responsibility, working with the WSX Mind lead(s) for these areas to ensure that policies and procedures are followed, and good practice is promoted.
16. To ensure strong relationships are developed and maintained with health and social care commissioners and contract managers and also with key providers and partners
17. To represent the organisation at key operational and strategic forums acting as an effective ambassador for WSX Mind at all times
18. 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 Qualifications** |
| * A relevant mental health professional qualification: Mental health nursing, social work, occupational therapy, counselling, psychology etc..
* Evidence of previous training or learning (formal or informal) which relates to managing services or staff
* Excellent literacy, IT, Digital and verbal communication skills
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| **Essential Professional & Technical Knowledge, Skills and Abilities** |
| * Significant experience of delivering, leading, planning and quality assuring mental health support services
* Proven knowledge, skills and abilities as a manager, ideally managing operational services in a mental health organisation.
* Clearly demonstrates leadership potential including high levels of proactivity alongside interest and motivation in improving and transforming practice and services as well as managing existing services.
* Strong understanding of and clear commitment to co-production in mental health service context and to ensuring peer support is a core component of all mental health support services
* Committed to involving peer volunteers in work of organisation in a way that makes a significant impact on achievement of goals
* Experience of and commitment to delivering mental health support with NHS, Local Authority and VCS partners contributing to integrated services and systems of support
* Experience of leading change in systems, processes, service design to respond to health inequalities and the diverse needs of local communities
* Able to use significant knowledge and broad skills and abilities as a manager to lead and model organisational values and 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.
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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:** |  |