

# Information Pack

Service Manager (Employment  
Support Services)

**Closing date:** Monday 25  
October 2021

**Interview date:** to be arranged

To discuss the post informally,  
please contact:

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# Job Description

<b>JOB TITLE:</b> Service Manager – Employment Support Services
<b>LOCATION:</b> The post holder will be required to work at various sites and travel, predominantly within Hull and the East Riding but possibly North East Lincolnshire.
<b>PRIMARY SERVICE AREA:</b> Working with people who access our services
<b>SALARY:</b> £26,675 per annum (for 37 hours)
<b>HOURS:</b> The post holder is required to work their contracted hours flexibly to meet the needs of our clients and the organisation which may include evenings, weekends or public holidays.
<b>REPORTS TO:</b> Operations Director
<b>BACKGROUND AND CONTEXT</b> <p>Hull and East Yorkshire Mind is well-established voluntary sector organisation working predominantly in Hull, the East Riding of Yorkshire and North East Lincolnshire. We deliver services to meet the needs of children, young people and adults who have, or are at risk of, mental health problems. We have a wide portfolio of services which include:</p> <ul style="list-style-type: none"><li>• The delivery of housing related support including our own housing stock and managed properties</li><li>• Early intervention and prevention work.</li><li>• Support services including talking therapies, one to one support and peer support</li><li>• Employment support services</li><li>• The delivery of high quality training to raise mental health awareness in the community and business sectors.</li></ul>
<b>JOB PURPOSE</b> <p>The purpose of this role is to lead and coordinate the successful delivery of a designated service(s) area. This will be achieved by working closely with the Operations Directors and effectively managing a team of support staff.</p> <p>The designated service areas may be subject to change as the organisation grows and develops. However, the post holder will initially manage our current, and future, Employment Support Services.</p>
<b>ROLE RESPONSIBILITIES</b> <ol style="list-style-type: none"><li>1. Provide effective leadership, supervision, coaching, developing and mentoring of frontline vocational support workers, and co-ordinate their work, to ensure that people who use our services receive high quality support and the remit of contracts are met. To do this, Service Managers will:<ul style="list-style-type: none"><li>• Clearly communicate, expectations and responsibilities to staff</li><li>• Ensure the smooth running of designated services to ensure high quality and contractually compliant service delivery</li><li>• Support and develop staff on an ongoing basis, both formally and informally, eg through an induction programme, supervision, training, to enable them to meet</li></ul></li></ol>

the requirements of their role

- Create a stable working environment where staff feel valued, are able to contribute their views in an open and constructive manner and reflect on their practice
- Effectively manage staff sickness and absence
- Play a key role in the recruitment of staff to ensure that people with the right skills and experience are recruited.
- Ensure regular team meetings are convened which encourage staff to work as a team and share skills and knowledge.
- Encourage staff to have the confidence to work autonomously and be accountable for their own decisions, providing advice, guidance and problem solving assistance where necessary.
- Engage with local employers to develop placement opportunities and job retention services

**2.** Ensure that the service(s) you are responsible for meets the needs of the people we support by:

- Ensuring that assessments, reviews and evaluations are undertaken on a regular basis and are person centred
- Ensuring that our framework for good mental health care which includes Relationships, Environment, Activity, Compassion and Hope (REACH) is integral to service delivery
- Reviewing and or monitoring referrals to evaluate existing, new and prospective clients based on their needs, hopes and limitations to ensure the service is right for them; this may involve signposting appropriately
- Reviewing and monitoring client support interventions and progress to ensure:
  - their personal goals and outcomes are met
  - changing needs and/or circumstances are identified
  - escalations in risk are identified
  - records are audited on an annual basis
- Liaising with any internal and external services that are involved in the care of our clients and, where appropriate, their relatives
- Managing waiting lists
- Assessing and managing risk to ensure, and promote, a safe and inclusive environment for clients, staff and the public. This will include attending relevant safeguarding boards and understanding the organisations safeguarding leads role and responsibilities.
- Seeking and actively encouraging customer feedback through both formal and informal methods, e.g. exit interviews, surveys, focus groups and complaints procedure

**3.** Ensure that the service(s) you are responsible for are contractually compliant by:

- Overseeing the efficient administration of the service(s) including maintaining accurate and up to date client and service records using management information systems
- Working closely with the Operations Director(s) to ensure quality assurance

standards are met, funding agreements adhered to and targets are met

- Producing any information required for monitoring purposes and monthly/quarterly evaluation for a range of contracts and services
- Attending and contributing to commissioners meetings where appropriate.

**4.** In collaboration with the Operations Director(s), deliver a service within the agreed financial budget to ensure maximum value and efficient use of resources

**5.** Support the development and promotion of Hull and East Yorkshire Mind services by:

- Promoting and maintaining the profile of Hull and East Yorkshire Mind by talking about our services positively, observing opportunities to develop and engaging with a variety of media platforms.
- Supporting the Operations Director(s) to identify shortfalls, areas for development and implement improvements to existing services to ensure we maximise our service delivery
- Actively encouraging client feedback through formal and informal means, e.g. exit interviews, surveys, focus groups and the complaints procedure
- Deputise for the Operations Director(s) and colleagues when required

## **NOTES**

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

It is the nature of the work of Hull and East Yorkshire Mind that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

# Person Specification

Please try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.

<b>Job Title:</b>	<b>Service Manager, Employment Support Services</b>	<b>Reviewed:</b>	<b>Sept 21</b>
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Area	Criteria	Essential	Desirable
	Knowledge contracting services with NHS, local authorities and other commissioning bodies	√	
<b>Key knowledge</b>	Understanding of Risk Management, Health and Safety, Equality and Diversity	√	
	Understanding of the factors involved in setting up a new service	√	
	Knowledge of good practices in relation to supervision, leadership and management	√	
	Knowledge of mental health service provisions and client groups	√	
	Understanding of local agendas in relation to mental health provision		√
<b>Relevant experience</b>	Of managing a number of diverse services within the voluntary, community, statutory or other relevant sector	√	
	Of business development, implementation of services, the contract management process and contract compliance	√	
	Of budget management	√	
	Of human resource processes and management		√
	Of change management strategies		√
<b>Key competencies</b>	Have the confidence to challenge unethical behaviour	√	
	Able to work autonomously and prioritise own workload and that of the team to meet the needs of the organisation	√	
	Able to identify, engage and build alliances with a diverse range of influential contacts within stakeholder and partner organisations	√	
	Highly developed written and verbal communication with the ability to <ul style="list-style-type: none"> <li>present information to a variety of forums</li> <li>produce clear and concise written reports with outcomes, impact and social value evidenced</li> <li>act as a credible/convincing spokesperson and negotiator for the Charity</li> </ul>	√	
	Demonstrates resilience and positivity in the face of challenges from staff, media and commissioners	√	
	Drives a culture of continuous improvement and ensures effective communication of change initiatives	√	
	Able to make sound decisions quickly when necessary	√	
	Builds the Charity's reputation as an organisation committed to meeting the diverse needs of people who use our services	√	
	Promotes a positive team culture; motivates and inspires others to perform their best, valuing their work and encouraging them to learn and reflect	√	
	Manages performance issues effectively to avoid adverse impact on team morale and performance	√	
	Allocates financial and people resources efficiently to maximise value, ensuring delivery of work is within budget	√	

	Informs strategy development by identifying gaps in service delivery	√	
<b>Additional requirements</b>	Possession of a full current driving license with use of, a motor vehicle for work purposes and prepared to travel across the region.	√	
	Ability to work flexibly, hours of work may be between 8am until 8pm Monday to Friday with weekend and bank holiday working	√	
	Highly competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems	√	
	Evidence of recent, relevant, continuing professional development	√	

# Overview of Hull and East Yorkshire Mind

Hull and East Yorkshire Mind has been supporting people with mental health problems across Hull and East Yorkshire for over four decades.

We are an independent charity governed by a group of local trustees, affiliated to the Mind network made up of over 130 organisations across England and Wales. The network delivers services, campaigning and gives a voice to people with mental health problems, their families, carers and community. Hull and East Yorkshire Mind is also a housing association.

Our **VISION** is that we won't give up until everyone experiencing a mental health problem gets both support and respect.

Our **MISSION** is to work with partners to intervene as early as possible, providing advice and support to empower and give hope to anyone experiencing a mental health problem. We campaign locally to improve services and reduce stigma and discrimination.

As an organisation, we pride ourselves on our values and beliefs:

## **WE BELIEVE:**

- Everyone has mental health: there is no place for stigma.
- Everyone deserves the chance of a fulfilling life.
- Lived experience is powerful and can generate hope.
- Spaces where everyone can feel supported and safe, not judged but respected, are vital.
- Everyone brings something valuable to the work.
- We can effect change and will do everything in our power to improve lives.

## **WE VALUE:**

- **Being Human** – connecting meaningfully with one another creating relationships which help people to flourish.
- **Mind and Heart** – using our intelligence, stories, skills and life experience to show that we care and to make a difference.
- **Being Brave** – even in the face of uncertainty staying positive and boldly developing new things.
- **Travelling Together** – side by side with others being kind and through empathy nurturing belonging.
- **Strong Foundations** – drawing on our history and learning to build reliable systems that work well without being over engineered

# Our Model of Mental Health Care (REACH)

At Hull and East Yorkshire Mind we believe it's important to understand what good mental health care looks like. This is more than just understanding the services we deliver, it's about the important elements common across all of our work that help us to understand why we work in the way that we do.

Different organisations have different priorities. We have defined ours using a simple framework that includes Relationships, Environment, Activity, Compassion and Hope. We call this REACH.

## Relationships

Trusting, caring relationships are a core foundation of our mental wellbeing. To believe we are cared about we need to feel a human connection. Too often public services focus on maintaining artificial boundaries between those delivering and receiving services to the detriment of both sides. We use some common sense with our professional boundaries; if somebody wants a hug we give them one and if somebody wants to hear about our holidays we share what's appropriate. We expect our team to genuinely care for the people they are working with and, if that's not possible, conversations to be had early on about where the problem lies.

## Environment

For those visiting our offices and community groups through to people living in our housing, a poor environment encourages poor mental health. If people feel safe, secure and valued they are much more likely to stay well and recover faster. We need to make sure the physical spaces and 'atmosphere' are welcoming. Where possible we need shared spaces and avoid cutting ourselves off in the 'staff offices'. We expect everybody working in our housing to be conscious that these are peoples' homes we are working in and be conscious of how our behaviour impacts on the environment.

## Activity

We know that physical activity is vital to our health and wellbeing and that this is often overlooked when considering mental health care. We also know that activity includes many forms of occupation and how important having a role in society is for most of us. Without it we too easily lose our sense of self and worth and any intervention that doesn't address this vital area will always be temporary. All of our services will encourage paid work where possible, voluntary work where not and mainstream learning where appropriate. Our groups, information line and activities will promote physical exercise and the benefits this bring to mental health.

## Compassion

Sometimes we're just too hard on ourselves. We see media portrayals of what 'normal' is supposed to be and beat ourselves up because we don't think we meet the standard. We need to get much better at showing compassion, not just to others around us, but also to ourselves. Sometimes it's OK to be different. People using our services come with all sorts of stories and histories. We want our compassionate approach to run through everything we do, from how we answer the phones to replying to emails and one-to-one interactions. To work at Mind, whatever job you are doing, you have to be able to show you care for the people we are here for.

## Hope

Without a genuine belief that things can improve we get stuck and lose motivation. We all need positive role models in our lives and they should be a core part of any service we want to deliver. This isn't always easy and when somebody is acutely unwell it can be difficult to find the hope in what might seem a hopeless situation. Our job is to find that hope and help others see it. We must never shy away from this no matter how difficult it might seem.



# Summary of Terms and Conditions

## 1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

## 2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind.

## 3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

## 4. Pay

No automatic annual increments are payable except for any cost of living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

## 5. Annual Holidays and Holiday Pay

Annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

## 6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties for Mind, will receive Statutory Sick Pay only in their probationary period and up to four weeks full Company Sick Pay in a 12 month period thereafter.

## 7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Aviva. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

## 8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by North East Lincolnshire Mind and Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

## 9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.