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| Job Title:  | Mental Health & Wellbeing Manager |
| Reports to (job title):  | Head of Wellbeing Services |
| Line Manager to:  | Mental Health Support Workers and Administrator |
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## Brief Description

To lead the Mental Health & Wellbeing Service (MH & WB), which forms part of the broader Wellbeing Service. The Mental Health & Wellbeing Service consists of a team of Mental Health Support Workers and one Administrator who are responsible for supporting people to access the service to improve their mental health and wellbeing through agreed person centered, goal focused support plans ensuring that positive outcomes are reached. This involves prioritising a complex workload for self and others and ensuring excellent customer service at all times. Furthermore, you will work with the wider wellbeing service leads and the head of wellbeing to support the day-to-day operations and development of the whole Wellbeing Service.

Base

Unit 2, The office Village, Roman Way, Bath Business park, Peasedown St John, BA2 8SQ

The Post Holder is responsible for

Job purpose

* Fully integrate the Mental Health (MH) Team into all the Wellbeing Service functions to ensure that the mental health support workers are working closely with other wellbeing service area colleagues
* To attend Wellbeing Service leads meetings to contribute to the wider Wellbeing Service
* Support the MH services transformation (community MH services framework) with our commissioners
* Build, strengthen and promote relationships with partner organisations and with the community to improve the delivery of MH and wellbeing across the system
* Broaden MH referral source to encourage an increase in self referrals and referrals from different organisations
* Continue to develop the hybrid model of working that improves access to our services e.g. phone, face to face, messaging, social media, on-line forums and so on.
* Lead the MH support workers who support people to access the MH and wellbeing service
* Support the day to day operations and development of the MH & Wellbeing service
* Develop a 12-month rolling marketing plan to promote the MH & WB service to those who can benefit most using creative and innovative ways to do so
* Develop a 12-24 month service development/Improvement plan
* Provide regular team meetings to discuss progress, provide clear direction and to keep the team focused and on track
* To direct, coordinate and keep under review the work of the team inc supporting the work they undertake, supervision and appraisals
* Support and promote HCRG care group values and expectations, care, think, do to our colleagues, partners, and people who access our services to create a positive culture
* Take a proactive approach to your own and others staff health and wellbeing during supervision, appraisals and other opportunities
* Regularly monitor the progress of the MH & WB service and report to the WB service manager and commissioner and proactively make improvements where needed
* To be responsible for the recruitment and training of new team members
* Support the Caseload Manager to promote timely closure of service intervention
* Regularly audit record keeping via IT systems to ensure accurate and legible

Records

Triage all Mental Health referrals appropriately

Support Multidisciplinary Team meetings providing MH expertise to support making decisions about people’s care

**Service Delivery / Improvements**

* Appreciate and promote the principles of Mental health and wellbeing to staff, professionals and people who access wellbeing services.
* Support and encourage the MH support workers to promote other Wellbeing Service areas such as the Wellbeing Courses, Volunteer Service opportunities and Healthy Lifestyle Services through their support plans
* Use appropriate media channels to promote the MH & WB Service to the public, to internal colleagues working across the Bath & North East Somerset HRCG Care Group, to health professionals working in primary, secondary care and to third sector organisations.
* To ensure that people who access and accept a referral to the Mental Health Service successfully uptake a goal focussed plan of their choice.
* To improve, develop and create processes and systems that make it easy for staff to help people access Mental Health Services quickly, efficiently and safely
* Comply with the General Data Protection Regulation (GDPR) to ensure that we use, process and store personal data fairly, lawfully and transparently.
* Set-up and support the development of new Mental Health projects
* To ensure that all mental health and wellbeing resources are appropriate and accessible to the public and to health professionals
* Work within the policies of the HCRG Care Group

**Administration**

* Ensure that all telephone calls are made and answered in a professional, timely and appropriate manner
* Ensure that the Administrator is aware and competent about all systems and able to support the team in every area of administration
* To ensure that the administrator/team obtain regular feedback in order to improve the service
* To attend regular finance meetings to ensure effective budget control

# **Education & Training**

* Create a culture of learning and support the mental health support workers with their personal development via one-to-one’s and appraisals
* Through supervision and appraisals develop your personal development plan to identify goals for continued learning
* Complete all mandatory training in accordance with set timescales
* Support the development and training needs of others in your team through supervision and appraisals
* Promote personal development and learning with high importance at team meetings
* Be responsible for the planning and delivery of training as required to maintain individuals competence to deliver MH services
* Ensure teams are updated on continuous improvement items such as processes, polices and compliance and that best practice is driven at all times
* Contribute to training and education, dissemination and development of good practice through mental health related forums and cascade information from such forums and any learning to the team

**Staff Wellbeing**

* Take a pro-active approach to your own and to other staff health and wellbeing during supervision, appraisals and at other opportunities to create a culture of wellbeing in the workplace
* Promote all health, safety, and welfare issues and ensure staff are aware of and observe statutory requirements to achieve a safe working environment
* Find new ways to promote staff wellbeing within the MH & WB Service
* Promote all existing wellbeing resources that are provided by HCRG Care Group to enable staff to access them if needed
* Promote HCRG Care Group ‘hybrid model’ of working to promote a good work/life balance

**Finance**

* Manage the MH & WB service budget within the financial allocation
* Support and agree the budget setting with the Wellbeing Service Manager and finance team and clearly allocate, monitor and account for all expenditure
* Balance competing priorities and make judgements about appropriate deployment of financial resources to ensure service activity is delivered within budget
* Actively seek and secure additional funding to support the MH & WB Service activity as a means to develop and expand the service

**Governance**

* Attend the Wellbeing Service leads meetings and cascade the information back to the MH support workers for awareness / implementation
* Complete all governance audits accurately and in-line with the set time-scales
* To actively promote good practice, and ensure that all practice is delivered where possible with NICE guidance or other recognised guidance on good practice

**General**

* Support other initiatives in service development as they arise
* To work in line with Safeguarding policies
* To work in line with Equal Opportunities policy
* To comply with the Health & Safety at Work regulations, including Loan Working.
* To respect the code of professional confidentiality
* To respect the requirements set out in the Data Protection Act 1998

**The above list is not exhaustive and the post holder will be required to undertake any other task reasonably expected or requested by his or her line manager.**

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don’t translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there’s only three, but because they are unique to who we are. We care, we think, and we do.

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| **Care** | **Think** | **Do** |
| * Inspire
* Understand
* Communicate
 | * Challenge
* Improve
* Learn
 | * Accountability
* Involve
* Resilience
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## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company’s employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management:  NHS Code of Practice](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

* Completion of annual information governance training
* Reading applicable policies and procedures
* Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
* Ensuring the security and confidentiality of all records and personal information assets
* Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
* Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
* Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
* Adherence to the clear desk/screen policy
* Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying mental health and wellbeing needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our Service Users..

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

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| **Essential** | **Desirable** |
| **Qualifications:** Degree or equivalent in Mental Health / Wellbeing / Health Care or other transferable qualification**Relevant Experience:*** At least 3 years’ experience as a manager in a Mental Health /Wellbeing / health Care capacity
* Experience of motivating / leading a team
* Experience of using and monitoring various office systems and procedures
* Experience of using Microsoft Word / Spreadsheets / Teams for meetings
* Experience of partnership working
* Experience of leading team meetings
* Experience of marketing and developing marketing resources
* Experience of developing and using monitoring and evaluation systems
* Experience of training and developing staff

**Skills & Attributes:*** Ability to use initiative and to prioritise a complex workload for self and others
* Excellent listening skills to support the team and the people who access our services
* Ability to work to deadlines
* Ability to pay attention to detail
* Excellent interpersonal skills
* Ability to communicate effectively, both in writing and verbally, with people at all levels
* Excellent organisational skills to co-ordinate numerous different mental health work streams
* Ability to tackle and resolve problems
* Ability to work calm under pressure
* Honesty and Integrity
 | **Relevant Experience*** Experience of setting-up / leading / supporting projects
* Experience of recruitment

**Knowledge:*** A demonstrable understanding of Mental Health and how it affects service users and their friends and families
* A demonstrable understanding of working in a community setting
* A demonstrable knowledge of General Data Protection Regulation (GDPR)

**Skills & Attributes*** Ability to use various social media platforms such as Twitter & Instagram
* Ability to use an office-based telephone system
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| Other requirements: - Own Full driving licence to travel to and from work and to other work destinations as required  |

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| Employee signature |
| Manager signature |