

Service Manager Role

Position: Service Manager

Salary: £30,000 - £34,000 per annum (depending on experience)

Hours: Full time. 35 hours per week

Contract type: Fixed term for 12 months (extension possible dependent upon funding)

Location: Our office is at the Wellbeing Centre in Mold, CH7 1EG, with travelling across services in Flintshire and Wrexham.

Hybrid working is possible.

Reports to: Chief Executive Officer

Benefits: 27 days of annual leave plus bank holidays, well-being days, employee assistance programme and 5% pension

About the organisation:

North East Wales Mind is a progressive mental health organisation that supports people experiencing mental health difficulties to flourish. The aim of our work is to help people build on their strengths, overcome obstacles, and become more in control of their lives. We have faith and optimism in our clients and so the services we deliver are built around their needs. We support the people of Flintshire and Wrexham to discover their own resources to 'recover' from periods of poor mental health, and to live life independently with their mental health condition.

Purpose of role:

The Service Manager will form part of organisation's senior leadership team and play a key role in driving the success and strategic development of our community mental health services, with a particular focus on the iCan service. The post will require focus on other services, ensuring alignment with organisational values and system priorities. You will lead service improvement through proactive and innovative approaches, fostering solutions that meet evolving needs and challenges. This will include embedding a Trauma Informed

approach throughout our work, enabling the organisation to become a Trauma Enhanced organisation as outline in the Trauma Informed Wales Framework.

You will be responsible for developing and managing the delivery of high-quality services, overseeing staff and volunteers, producing insightful reports and building and maintaining strong external relationships. Whilst ensuring the voice and influence of people who use our services are at the heart of decision-making, including the development of co-production initiatives. By working collaboratively across the system, you will contribute to the long-term sustainability and reach of our services across North East Wales. In this role, you will prioritise the wellbeing of the people we serve, while ensuring that our practitioners have the support and guidance, they need to deliver safe and effective services to our local communities. Alongside you will be responsible for delivering a range of low-level psychological therapy, trauma informed interventions and evidence-based techniques, to include Supported Self Help.

Job Description:

Main Duties and Responsibilities:

- Provide dynamic and effective leadership to the Community Wellbeing team, with flexibility to support other services as needed, ensuring consistency in service standards and strategic alignment.
- Effectively manage staff and volunteers, setting clear objectives, conducting regular reviews, and fostering continuous development. Take action to manage performance, conduct, and attendance where necessary.
- Champion a co-production approach through the voice and influence of people who use our services and people with lived experience of mental ill health, embedding their feedback into service development and delivery.
- Deliver a range of low level psychological therapy, trauma informed interventions and evidence-based techniques, to include Supported Self Help
- Ensure that services provided are safe, accessible, effective, of a high quality and subject to regular evaluation and maintain the highest level of the Mind Quality Mark.
- Ensure that staff and volunteers are provided with the right support, coaching and development to enable them to do their job and fulfil their potential.

- Lead service development and improvement initiatives with a forward-thinking, innovative approach, ensuring that services remain responsive to both current and emerging needs.
- Build strong, collaborative relationships with internal colleagues and external stakeholders, promoting multi-agency working and service integration to enhance system-wide support.
- Produce high-quality reports that demonstrate both qualitative and quantitative aspects of service performance, ensuring transparency and data integrity.
- Ensure robust risk management practices are in place, particularly in relation to safeguarding, and that these are regularly reviewed and adhered to.
- Oversee service budget management, ensuring financial sustainability and efficiency across all areas of responsibility.
- Work strategically to align service goals with broader system priorities, fostering partnerships that enable long-term service development and growth.
- Participate in on-call duties on a rota basis, ensuring out-of-hours support for operational needs.

This job description may be subject to joint review from time to time between the post holder and North East Wales Mind, and as such is liable to amendment.

Person Specification:

North East Wales Mind is committed to promoting mental health awareness, reducing stigma, and improving the quality of life for people with mental health challenges. We value diversity, inclusion and lived experiences when recruiting our staff and volunteers.

| Attributes | Essential | Desirable |
|-------------------------------------|---|--|
| Qualifications and Knowledge | Evidence of continuing professional development and a willingness to learn Well-developed knowledge and understanding of well-being, mental health and/or health and social care | Degree or equivalent qualification in a relevant field (mental health, social care, health care, management, youth work) OR equivalent experience Evidence of further training in mental health and suicide awareness |

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| | <p>An understanding of the need to use evidence based psychological therapies as an early intervention, as well as the wider range of social and economic situations that affect mental health</p> <p>Up to date knowledge of Safeguarding legislation and procedures for children, young people and vulnerable adults</p> <p>Understanding of key current issues within mental health</p> | <p>Evidence of training in the delivery of low level mental health interventions</p> <p>Developing and/or delivering high quality training</p> <p>A counselling qualification / working towards a counselling qualification</p> |
| Experience | <p>Experience of working with people experiencing mental health challenges</p> <p>At least 1 year's management experience in a relevant field</p> <p>Working in a health, social care or other relevant setting</p> <p>Experience of managing, developing and delivering services within different communities</p> <p>Recognising and responding to risk and safeguarding concerns</p> <p>Good understanding of multi-disciplinary and community work</p> <p>Mentoring/coaching others or supporting a team</p> <p>Building and maintaining relationships with stakeholders</p> | <p>Leading change in services and driving service developments</p> <p>Developing co-production initiatives</p> <p>Embedding a trauma-informed approach</p> |
| Skills and abilities | <p>Excellent written, verbal and non-verbal communication skills</p> <p>Excellent IT skills including the use of Microsoft Office packages and online systems</p> <p>Data analysis and report-writing skills</p> | <p>Ability to speak and write Welsh</p> |

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| | <p>Able to manage a diverse range of competing priorities and meet deadlines</p> <p>Able to work autonomously and as part of a team</p> | |
| Attitude and personal attributes | <p>High level of enthusiasm and motivation</p> <p>Passionate and enthusiastic, a solution-focused approach and can-do attitude</p> <p>Committed to personal and professional development</p> <p>Committed to equity, diversity and inclusion</p> <p>Dedicated to collaborative working</p> | |
| Other | <p>The ability to travel around Flintshire and Wrexham county and further afield, as required</p> <p>Prepared to work flexibly including weekends and evenings</p> <p>Car driver</p> | <p>Lived experience of mental health</p> |

Application process:

Please send your CV and a cover letter which should indicate why you are interested in applying for this role and how you meet the selection criteria to Michelle Collard michelle.collard@newmind.org.uk

Closing Date: Monday 3rd February 2025 at 9am

Interview Date: Tuesday 11th February 2025

Please note we are unable to provide sponsorship for this post, you must therefore be able to demonstrate your eligibility to work in the UK.

This post is subject to an Enhanced DBS check.

We reserve the right to close this vacancy at any time once we receive sufficient applications and encourage all interested applicants to apply at their earliest convenience to avoid disappointment.

Contact information:

For further information about the role please contact Michelle Collard:

Tel: 01352 974430 / 07759 129837 or Email: michelle.collard@newmind.org.uk

