

Job Description

JOB TITLE	Service Manager
DEPARTMENT	Coventry, Warwickshire and Worcestershire Safe Haven Services
HOURS	37 hours per week (including bank holidays, evenings and weekends)
REPORTING TO	Head of Operations

JOB SUMMARY	To be responsible for the development, promotion, and operational management of a portfolio of Safe Haven services. To take direct responsibility for the day-to-day management and development of designated services that fall within the Coventry, Warwickshire and Worcestershire Safe Haven provision, ensuring that the services are meeting the requirements of their contracts. To lead and support team leaders and staffing teams to plan, co-ordinate and manage day to day service delivery, setting clear standards and targets, monitoring work quality and providing case management and supervision to designated staff. To promote and encourage a culture that works towards empowerment, recovery, also values equality and diversity and is proactively targeted to achieve levels of independence appropriate for each person who uses the service.
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KEY RESPONSIBILITIES
MAIN RESPONSIBILITIES OF THE POST • To be responsible for the operational management of Coventry, Warwickshire and Worcestershire Safe Haven provision. • To be responsible for the development of specified services and the necessary tools and resources to ensure that these services are effective and successful. • To work closely with the Head of Operations to ensure that day to day issues are addressed, problem solving where required, and systems maintained for effective delivery of services. • To actively encourage good practice to ensure the highest possible standards of creative interventions through regular team meetings, supervision, support of staff and monitoring of service delivery. • To ensure appropriate levels of cover by overseeing the production of a regular rota for specified services. • To be responsible for the line management of designated staff, carrying out probation reviews and providing regular recorded supervision and annual appraisals.

- To manage crisis situations in consultation with the Head of Operations and staff team, in line with the procedures of Coventry, Warwickshire and Worcestershire Mind.
- To participate in regular, out of hours on call responsibilities, providing direct cover and backfill when required.
- To manage the collection and analysis of data regarding referrals and outcomes, in order to evaluate the effectiveness of the service.

STAFF RESPONSIBILITY

- To manage staff disciplinary, grievance and capability issues in line with CWW Mind policies and procedures.
- To be involved in the training and professional development of new staff, volunteers and students enabling others to learn from shadowing work practices and offering advice and guidance when requested.
- To ensure that the training requirements of staff and volunteers are facilitated.

CLIENT RESPONSIBILITY

- To ensure that services promote and value equality and diversity through the monitoring and management of equality and diversity activities, outputs, and outcomes.
- To ensure that services comply with relevant legislation, policies, procedures, and funding stream requirements e.g. Health & Safety, Safeguarding, MH Capacity Act and to ensure that targets to meet requirements are set and achieved within services.
- Undertake direct work via 1-1 or groups when necessary including, assessments, planning and evaluating interventions.
- Work with internal and external colleagues to identify client mental health needs; consider ways of meeting their needs in partnership with other professionals involved.
- To provide information, guidance and where appropriate to signpost individuals to specialist agencies.
- To work as part of a staff team to broker and enable individuals with mental health issues to access mainstream community provisions/opportunities.
- To ensure all other administrative procedures associated with the client and service are maintained.

LIAISON

- To liaise with Managers across relevant services to ensure consistency, joint working where appropriate and coordinated client transitions into other CWW Mind services where appropriate.
- To ensure that the contracted level of cover is maintained and to be involved in delivery of service when necessary.

- To work with partner agencies to identify and meet the client needs and to support staff to navigate through the relevant processes, in order to ensure the client receives the most appropriate care.
- To contribute to the development and maintenance of a strong and effective partnership between external agencies.
- To develop and maintain relationships with partners across Coventry, Warwickshire and Worcestershire by taking part in relevant forums and promotional activities and enabling staff to do the same.
- To deliver key training to CWW Mind's staff and the wider multi-agency network as directed.
- To promote and develop the active involvement of the people who use the service.
- To support the effective marketing and promotion of services.
- To actively challenge stigma and discrimination and to raise awareness of mental health issues amongst professionals and others using the service.

EVALUATION AND MONITORING

- Ensure that targets are met and reviewed in line with funding requirements and take any remedial action following monitoring and review where required.
- To support the development of quality monitoring and evaluation systems which give clear evidence of service development, value, and effectiveness.
- To collect qualitative and quantitative monitoring data as required.
- To provide regular reports and monitoring information as required, ensuring the service meets or exceeds the contract requirements.

COMMUNICATION

- To facilitate and participate in regular service/development meetings and to attend appropriate management meetings.
- To report to the Designated Safeguarding Officer (DSO) and where appropriate external key professionals in line with CWW Mind's Safeguarding Policy.
- To attend and take part in all relevant CWW Mind and interagency meetings appropriate for this role.

PLANNING AND ORGANISATIONAL SKILLS

- Effectively plan and prioritise the competing demands of management responsibilities, caseloads, assessments, report writing and multi-professional working daily, ensuring work is completed within the agreed timescales.
- To ensure accessibility of all services and to monitor and manage waiting lists and service response times.

- Have the flexibility required to respond rapidly to unplanned work, such as crisis situations or report writing.
- To plan and appropriately interview, appoint, induct, monitor, and provide support to all staff including new starters, volunteers and students making them relevant and delivering at the right level.
- To operate with appropriate flexibility but with the understanding that visibility and staff engagement will take place during core delivery hours.

PHYSICAL EFFORT

- To travel across Coventry, Warwickshire and Worcestershire to various community sites and venues.
- The post holder will be required to spend time sitting at a desk.

DEVELOPMENT

- To work in line with the organisational business plan and service specifications.
- To contribute fully to the corporate aims and objectives and work within CWW Mind's values, policies and procedures ensuring that information is disseminated to the staff team.

OTHER DUTIES

- To participate in training as appropriate and to attend regular personal supervision and appraisal sessions.
- To undertake these duties in a framework that recognises the diversity of clients and encourages equality of opportunity for all.
- To create an approachable environment where everyone feels respected, valued, and treated with dignity, encouraging fair access for all in need of mental health support.
- Ensure that all CWW Mind policies and procedures are adhered to and report any difficulties in their application to the Head of Operations or Director of Operations.
- To undertake such other duties as would be reasonably required for a post of this level of responsibility, as directed by the Senior Management Team.

This job description may be subject to change by agreement from time to time, to reflect the changing needs of CW Mind and/or funding.

Person Specification

Coventry, Warwickshire and Worcestershire Mind is committed to employing staff that have the necessary skills and experience to undertake the duties required of each role. In addition, CWW Mind is committed to developing and supporting staff, enabling each individual to carry out the responsibilities of their post to the best of their ability. Staff are encouraged to take part in a comprehensive training package. The organisation would expect the following from staff:	
Essential/Desirable	
EXPERIENCE - Proven track record of line management/leadership - Sustained experience of working in a mental health setting and/or health and social care or equivalent organisational setting - Experience of working with a wide range of agencies - Effective project management and development experience - Experience of delivering mental health crises support services - Experience of monitoring, evaluation and reporting	E E E E E E
SKILLS AND ABILITIES - Proven ability to assess, support and manage complex client groups, complex discussions, and decisions. - Ability to work both individually and within a team approach - Proven ability to work with a wide range of agencies/professional groups - Ability to negotiate, decision make and to speak from a position of authority when managing situations (internally/externally) - An ability to identify, analyse and take action to counter discrimination, racism, disadvantage, inequality and injustice using the appropriate strategies - Ability to problem solve - Excellent communication skills, verbal, non-verbal and written - Good time management and organisational skills with the ability to plan and prioritise a complex workload - Excellent computer skills - Facilitation and training skills	E E E E E E E E E D
KNOWLEDGE - Up to date knowledge of mental health policies, best practice strategies and key issues linked to wellbeing - Up to date knowledge of local services	E D
EDUCATION / QUALIFICATIONS - Min NVQ Level 4 in Social Work or equivalent and/or actively working, or a commitment to working towards, the essential qualification - Evidence of continuing professional development - Leadership and Management qualification	E E D
ATTITUDES - A commitment to working within a framework that recognises the diversity of service users and encourages equality and opportunity for all - A commitment to the participation of individual clients in decision-making processes, and in the design and delivery of the services they access - A commitment to ongoing personal development and training - Flexible approach to working - A commitment to the purpose, vision, mission and values	E E E E E
GENERAL An ability to travel to venues across Coventry, Warwickshire and Worcestershire	E

• Must have access to a vehicle as means of transport	E
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NAME OF AUTHOR	Alethea Balbuena
Date Reviewed	January 2025
NAME OF REVIEWER	Jonathan Cawdron