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| **Job title** | Wellbeing Services Manager |
| **Responsible to** | Deputy CEO |
| **Remit of the post covers** | North Kent |
| **Department** | Senior Management |
| **Hours** | Full time, 37 hours per week |
| **Salary** | £28,610 to £30,330 per annum |
| **Length of contract** | Permanent |
| **Base Location** | Dartford |

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**Job Description: Wellbeing Support Services Manager**

**Purpose of Post**

This post is to manage the delivery and development of Wellbeing Services to adults (over 17) experiencing or at risk of developing mental health issues, within the area covered by North Kent Mind. Service elements include:

1. Adult Wellbeing Courses
2. Adult Wellbeing Groups
3. Adult Open Activity Sessions
4. Targeted Wellbeing Services for people aged 17-25
5. Peer Support Services
6. To manage and develop a range short term special projects.

**Structure of the Post**

The Wellbeing Manager will be supervised by the Deputy Chief Executive Officer and accountable to the Board of Trustees. They will be part of a organisational management team which comprises:

CEO

Deputy CEO

Finance Manager

IAPT Manager

Wellbeing Manager

Housing Manager

Employment Services Manager

Central Services Manager

Schools Lead

They must be flexible to work throughout area covered by North Kent Mind, and at times in venues out of area when attending meetings or events.

The Postholder will be based at the North Kent Mind Offices at 20 West Hill Dartford, which shall be considered the base throughout in terms of travel expenses claims, and travel between home and another working venue can only be claimed insofar as it is more than the distance between home and base. All time in travel between venues is counted as time worked.

The Post holder will at times personally deliver services alongside their staff.

Contracted hours will be worked on an average weekly basis over a month rather than on a strict weekly basis.

**A: DUTIES OF THE POST: GENERAL**

These duties apply to all North Kent Mind Staff, whichever service they work for:

1. To work within a framework which:
   * Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality. Health and Safety and GDPR.
   * Promotes Social Inclusion, Empowerment, Well-being, and the Recovery Model
   * Respects, encourages, and builds on individual clients’ coping strategies, skills, and autonomy, and is in keeping with the Codes of Practice for Social Care Workers as defined by the General Social Care Workers
   * Maintains good liaison with any other outside agencies as is necessary
   * Promotes good joint working, links, and cross-referral with all North Kent Mind colleagues.
   * Adheres to the principles of the Social Care Standards as defined by the Health and Care Professions Council
2. To participate in supervision and appraisal
3. To attend staff meetings and team meetings
4. To attend training/meetings and some annual events as required
5. To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate, or assign.

**B. DUTIES OF THE POST: SPECIFIC**

The specific duties of the post are to be responsible for the management of North Kent Mind Wellbeing Services.

Individual supervision, recruitment, training, and support to members of the North Kent Mind Wellbeing Team.

1. Ensuring that volunteers and staff working within Wellbeing Services are adequately recruited, supported, and trained.
2. Chairing and managing team meetings.
3. Setting, reviewing, and developing Wellbeing Services as required.
4. Ensuring that staff and volunteers are properly allocated to tasks in accordance with their strengths, competencies, and development needs.
5. Regular close collaborative working with other Services Managers.
6. Taking action to ensure the elements of the service run to appropriate standards of safety and quality in the event of staff sickness or absence.
7. Responding to any incidents or causes of concern which are reported by support staff.
8. Collaborating with Managers across the organisation and ensuring full engagement with Peer Support Activities.
9. Ensuring services are appropriately marketed, promoted, and publicised.
10. Ensuring all service elements are run within agreed budgets.
11. Ensuring that services meet the ethos, targets, quality measures, and outcomes specified by funding contracts.
12. Liaising with external agencies, including contract leads, to strengthen, promote and extend the range of services available.
13. Ensuring that data for agreed performance indicators is kept appropriately and provided promptly to external funders and North Kent Mind.
14. To directly facilitate some elements of services alongside Support Workers.
15. To ensure services have relevant and up to date processes for excellent performance and maximum outcomes.
16. To attend external meetings regarding Wellbeing Support Services, and others as identified relevant by line management.
17. To compile and submit reports as required internally and via various contracts.
18. To embed quality and Mind values throughout all elements of the service.
19. To maintain innovative services which reflect current approaches to recovery-based wellbeing services.
20. To support the development and expansion of Wellbeing Services.

**C. DUTIES OF THE POST SENIOR MANAGMENT TEAM**

As for all members of the senior management team, the post holder will have the following duties

1. To be generally contactable outside of office hours as one of a pool of Managers who respond to alerts to the Lookout call system for lone workers.
2. To be part of the emergency management team which responds to any major incident which threatens the continuity of the delivery of our services.
3. To attend some Quality Sub Committee meetings and all Senior Management Team meetings.