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| **Job title** | Employment Services Manager |
| **Responsible to** | Deputy CEO |
| **Geographical Reach** | North Kent |
| **Base** | Dartford |
| **Hours** | Full Time |
| **Salary** | £30,330.00 - £32,713.00 |
| **Contract** | Permanent |

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**Job Description: Employment Services Manager**

**Purpose of Post**

This post is to manage the delivery of ‘North Kent Mind’s Employment Services to people over 17 in the North Kent area, and experience mental health issues. Our Employment Services includes:

1. Aspirations
2. Springboard Employment Services
3. IPS (Individual Placement Support) Service
4. IAPT Employment Advisor
5. Computer Group
6. Other Short Term Employment Projects

**Structure of the Post**

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

The Fee-Paying Services Manager

The Psychological Therapies Manager

Wellbeing Services Manager

Housing Services Manager

Employment Services Manager

Central Services Manager

Finance Manager

Children and Young Persons Service Manager

They must be flexible to work throughout area covered by North Kent Mind and within other areas of Kent as required, and at times in venues outside of these areas when attending meetings or events.

The Postholder will be based at the North Kent Mind Offices in 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 in excess of the distance between home and base. All time in travel between venues is counted as time worked. Part of the Employment Services Team are based in our Medway offices in Chatham, and this will require regular visits.

Besides managing Employment Services, the Postholder will have some role in the direct delivery of support.

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

The post includes encompasses both in-person and remote working.

**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 and Health and Safety.
   * 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 GCSI
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 encompass being directly responsible for the management of North Kent Mind Employment Services.

1. Ensuring that volunteers within Employment Services are adequately recruited, supported, and trained.
2. Individual supervision, recruitment, training and support to all members of the North Kent Mind Employment Services Team
3. Chairing and managing team meetings.
4. Setting, reviewing and developing the Employment Services as required.
5. Ensuring that staff and volunteers are properly allocated to tasks in accordance with their strengths, competencies, and development needs.
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 other Service Managers for seamless pathways.
9. Ensuring full engagement of the Peer Support Worker and Coproduction team.
10. Ensuring services are appropriately marketed, promoted, and publicised.
11. Ensuring all service elements are delivered within agreed budgets.
12. Ensuring that services meet the ethos, targets, quality measures, and outcomes specified by various funding contracts.
13. Liaising with external agencies to strengthen, promote and extend the range of services available.
14. Maintaining essential working relationships with key bodies regarding local employment and training. Including the DWP.
15. Ensuring that data for agreed performance indicators is kept appropriately and provided promptly and within deadlines to external funders and North Kent Mind.
16. To directly facilitate some elements of Services alongside Support Workers.
17. To ensure services have relevant and up to date processes for excellent performance and maximum outcomes.
18. To attend external meetings regarding Employment Services, and others as identified relevant by line management.
19. To manage and facilitate the Aspirations contract for its full period in line with targets and outcomes within the area of Kent.
20. To manage the Live Well Kent Employment Services contract within North Kent, including Medway IPS.
21. To manage and support IAPT EA role.
22. To manage and support the development of innovation and short-term projects.
23. To ensure all data is recorded promptly correctly and timeously via Inform and other systems

**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 Department Managers who respond to alerts to the Lookout call system for lone works.
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 quality Sub-Committee and Senior Management Team meetings.

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**Employment Services Manager Person Specification**

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| **Experience, Skills Knowledge** | **Essential** | **Desirable** |
| Experience of working with mental health service users | ✓ |  |
| An understanding of the issues facing those recovering from a mental health problem | ✓ |  |
| Enthusiasm and understanding of the social inclusion agenda | ✓ |  |
| A passionate approach towards empowering people with or recovering from a mental health issue to obtain employment. | ✓ |  |
| Experience of managing staff. | ✓ |  |
| Ability to work on own initiative | ✓ |  |
| Excellent organisational skills | ✓ |  |
| An enthusiasm in developing services and implementing strategic planning | ✓ |  |
| Ability to plan and develop employment support services | ✓ |  |
| Ability to develop positive relationships with service users, volunteers, staff and outside organisations | ✓ |  |
| Excellent communication and listening skills | ✓ |  |
| Ability to lead teams | ✓ |  |
| Proactive and flexible approach to problem solving | ✓ |  |
| Ability to work across Kent | ✓ |  |
| Willingness to work flexible hours | ✓ |  |
| Car owner/driver | ✓ |  |
| Comprehensive knowledge of employment support services | ✓ |  |
| Experience of managing and developing new projects |  | ✓ |
| Experience and insight into the IPS model |  | ✓ |
| Experience of managing key working relationships with external agencies | ✓ |  |