

Job Description

Role	Services Lead
Hours	Full time - 37 hours per week. Flexible working required according to service needs, including occasional evening and weekend working. Participation in the Crisis Support Drop-in (CSDI) on call manager weekend rota
Salary	£34,000 per annum, plus additional on-call payments for participation in the CSDI on call manager rota.
Contract	Permanent
Holidays	25 days per annum, plus all UK bank holidays.
Probation period	6 months
Accountable to	Senior Manager
Location/Base	The office base for the role will be our head office in Mackworth, Derby. Derbyshire Mind's services are positioned across Derby and Derbyshire. The post holder will be required to work across multiple sites and services, including in the office and at home, and work flexibly subject to the requirements of the service(s).

Job Purpose

To lead on the operational delivery of a portfolio of mental health and wellbeing services, and to oversee the recruitment, line management and support of service staff and volunteers. To ensure that services are delivered efficiently and to a high standard, co-produced with service users and people with lived experience.

Key Responsibilities

The key responsibilities of the Services Lead are to:

1. Take responsibility for the day to day operational delivery of Derbyshire Mind's mental health and wellbeing services, ensuring appropriate systems and processes are in place to deliver services effectively and efficiently.

2. Line manage and support direct reports, and oversee the recruitment, induction and support of the full services staff team.
3. Oversee the recruitment, induction and support of Derbyshire Mind's volunteers.
4. Oversee allocation of staff caseloads, triage of referrals, case note audits and monitoring of waiting lists.
5. Employ co-production strategies to engage, learn from, and deliver upon insights and recommendations from service users and local people with lived experience.
6. Assess, manage and mitigate day-to-day service-related risks, in line with Derbyshire Mind policies and procedures, escalating more serious risks as appropriate.
7. Take lead responsibility for service databases, ensuring that systems are maintained, staff are appropriately trained and the accuracy of data is monitored.
8. Manage and monitor service budgets on a day-to-day basis, in line with Derbyshire Mind's financial policies and procedures.
9. Oversee facilities and maintenance for service sites, including utilities, leases etc.
10. Take responsibility for health and safety, including risk assessments, at service sites in line with Derbyshire Mind's Health and Safety policies and procedures.
11. Support staff and volunteers to manage any safeguarding concerns, in line with Derbyshire Mind's safeguarding policies and procedures.
12. Establish and maintain excellent working relationships with staff in wider stakeholder agencies such as NHS, Local Authorities, Emergency Departments, Primary Care, EMAS, and other mental health and wellbeing services.
13. Produce service data and reports for senior managers, funders and commissioners.
14. Attend service related meetings, including contract meetings, meetings with commissioners, external partners and any other meetings as deemed necessary from time to time.

15. Monitor and manage service performance to ensure that KPIs and service objectives are met.
16. Design and develop service resources, guidelines and marketing materials.
17. Promote and raise awareness of Derbyshire Mind's mental health and wellbeing services, particularly targeting people who may not usually access our services.
18. Engage with people, organisations and groups from different backgrounds and communities in Derby and Derbyshire, to ensure that our services are as accessible as possible to all.

Supervision, training, meetings, and support

19. Undertake training as required or considered appropriate for the role.
20. Actively participate in regular supervision sessions and team meetings.
21. Participate in Individual Performance Review and Personal Development plans, and to undertake training and development as identified within these discussions and as indicated by the requirements of the post.

General

22. Work in line with Derbyshire Mind policies, procedures, codes and guidance, including in relation to health and safety, confidentiality, safeguarding, data protection and equality, diversity and inclusion.
23. Actively promote the aims and principles of Derbyshire Mind and take part in any Derbyshire Mind activities as required.
24. Maintain the confidentiality of any information gained during employment with Derbyshire Mind.
25. The post holder will be required to travel to various locations, including service sites, across Derbyshire, as an essential requirement of the role.

This job description is not intended to be an exhaustive list of all duties. It may also be subject to joint review from time to time between the post holder and Derbyshire Mind.

Derbyshire Mind's Vision and Values

Our Vision:

For everyone in Derbyshire to have good mental wellbeing and to live their best life.

Our Values and attitudes

WORKING TOGETHER:	We work alongside others for the greater good.
LEARNING TOGETHER:	We always aim to do things better.
EMPOWERING:	We support people to fulfil their potential.
RESPECTFUL:	We don't judge, we treat others as equals.
POSITIVE:	We are progressive and focus on solutions.

Learn More: <https://www.derbyshiremind.org.uk/about-us/>

Person Specification / Selection Criteria

Category	Essential Criteria	Desirable Criteria
Education & Qualifications	<ol style="list-style-type: none"> Level 3 in Health and Social Care or equivalent qualification or experience 	
Experience	<ol style="list-style-type: none"> Proven experience of leading a team, and/or strong experience of managing people including performance management. Experience of managing services or projects within mental health or similar sector. Experience of the supervision and development of staff and volunteers Experience of managing risk Experience of report writing and data collection, analysis, and presentation Experience of partnership working in service delivery in a leadership role Experience of managing a budget, ensuring it is on track, following financial procedures Experience of working with databases 	<ol style="list-style-type: none"> Experience of working within the voluntary sector Experience of co-producing services and work with people with lived experience
Skills, Abilities & Knowledge	<ol style="list-style-type: none"> Excellent project management and organisational skills Excellent planning, administrative and IT skills, including proficient in the use of Microsoft Office programmes. Strong problem solving skills. Excellent verbal and written communication skills Ability to deal effectively and calmly with challenging situations and to take appropriate action to manage risk Knowledge of safeguarding processes and procedures Knowledge of health and safety processes and procedures 	<ol style="list-style-type: none"> Knowledge and understanding of relevant statutory authorities including NHS and social care. Knowledge and understanding of mental health issues, mental health crisis, mental health services and the needs of people living with mental health problems.

	17. Ability to maintain confidentiality and professional boundaries	
Personal Characteristics	18. Empathetic and supportive 19. Reliable and flexible, with a 'can-do' attitude 20. Emotionally resilient and able to manage own mental health and wellbeing 21. Strong commitment to the principles of equality, diversity and inclusion	
Ability to Work Flexibly	22. Car driver and access to vehicle with the ability to travel independently to meet the needs of the role. 23. Willingness and ability to work flexibly in terms of working hours, days, and working location.	