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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Manager – Mental Health Recovery Service | **POST NUMBER:**  |
| **REPORTS TO** (Job Title):  | Service Manager – LD and Mental Health Services |
| **DEPARTMENT:** Adult Social Care - Mental Health | GRADE: 10 |
| **JE REF:** | 4113 | PANEL DATE: | 18/12/2018 |
| **1.** | **MAIN PURPOSE OF JOB** To take management responsibility and be accountable for the provision of all services within the Mental Health Recovery Service (MHRS).To manage, motivate and lead staff teams to ensure the provision of a high quality of Mental Health Recovery Service for adults who have a mental health problem.  |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i | Take responsibility for the quality of the service delivery in MHRS to ensure it is customer focused, safe, effective and well-led. |
|  | ii | To be responsible for the management of CYC Adult Mental Health Services based at 22 The Avenue, 30 Clarence Street and 38 Evelyn Crescent. |
|  | iii | Ensure that high standards of practice are achieved and that the services are delivered in line with service plans, council priorities and shared team visions and objectives. |
|  | iv | To promote a positive, safe and interactive environment with strong emphasis on independence and community inclusion, while developing best practice in Safeguarding Vulnerable Adults. |
|  | v | Take responsibility to ensure that staff are clear about the service objectives and expectations. Ensure all staff are kept informed about their performance. Ensure all staff receive regular supervision and annual PDR. Make sure all policies and procedures are reviewed regularly in accordance with CYC guidelines. Work with the staff team to develop local guidelines for the team, as appropriate and relevant, in line with CYC policies. |
|  | vi | To assist the Service Manager in the efficient use of available budget and resources and monitoring the budgets relating to agreed areas of responsibilities and/ or as directed by the service manager. |
|  | vii | To take decisions in individual cases according to departmental procedures and/or powers under the Scheme of Delegations. |
|  | viii | To assist Service Manager in delivery of any relevant change and improvement programmes; and to be able to lead on service related projects and change programmes as and when agreed with the Service Manager. Support staff through the process of change. |
|  | ix | Assist the Service Manager and if requested lead on the investigation into concerns or complaints expressed by staff, customers and stakeholders in relation to Safety, quality and service delivery as agreed by service manager. |
|  | x | Lead on the recruitment, selection and appointment of social care staff for the service, as directed by the Service Manager.Implement HR procedures including attendance management, performance management, disciplinary and grievance procedures. |
|  | xi | To take responsibility for the service delivery and staff development. To seek/facilitate/provide appropriate training for staff to encourage person centred and outcomes-focused service delivery which meets individual needs, service and CYC objectives. |
|  | xii | To provide monitoring information for senior/line management that relates to the service. Manage and maintain appropriate information and administrative systems. Ensure that the services are adequately planned, recorded and reviewed. To contribute to the development of Business/Service Plans, in particular to the development of effective referral process, risk assessments and individual support plans for customers. |
|  | xiii | To take responsibility for the units and the safety of customers and staff within them. To undertake risk assessments and to implement Health and Safety Management guidelines and policy. |
|  | xiv | To establish and maintain effective working relationships with all stake holders. To be able to work in partnership and develop and use networks effectively. |
|  | xv | The post holder is expected to be able to adapt and be flexible in how she/he approaches her/his work including being able to work at different times according to the service needs. Be able to cover shifts as a last resort, at times of staff shortage including weekends and night shift. |
|  | xvi | Actively seek opportunities for, and participate in, service development of all services within MHRS.  |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE** Direct: 10 Indirect: 10Responsible for full line management of direct reports, across three locations. |
| **4.** | **CREATIVITY & INNOVATION*** Take an active role in the review and development of Mental Health Services ensuring the needs of the customer group are represented.
* Develop creative solutions to complex situations in relation to service provision/stakeholder relationships and service development.
* Respond effectively and safely to emergency and unpredictable situations. Problem solve in relation to safe service delivery and staffing of the service, challenging situations and continuity of service.
* Working with staff team undertake and review risk assessments related to all activities within the service
* Complete and review Business Continuity Plans
* Regularly assess the quality of service delivery to ensure it is effective, efficient and meets CYC performance standard.
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| **5.** | **CONTACTS & RELATIONSHIPS****Internal*** Customers of the MHRS – forming professional relationships with customers who may exhibit challenging behaviour, communicating with them in a way which respects their views, autonomy and culture.
* Staff in the MHRS – ensuring the day to day running of the service is effective and efficient, also ensuring quality of service is maintained and compliant with policy and procedures.
* Service Manager/Head of Service/senior managers – updating/informing on key issues, seeking guidance on complex matters.
* Business Support Assistant

**External*** GP’s, CPA key workers, voluntary sector agencies and other mental health professionals – to promote effective two-way communication with the purpose of ensuring that customers receive a consistent high quality service.
* Carers/families of customers – involving them in the process of recovery and assessments as appropriate.
* Referrers – dealing with enquiries re MHRS and where necessary following up on referral information requests as delegated to the Deputy Manager.
* Mental Health Housing Officer/housing providers – liaison with housing agencies to secure appropriate accommodation and provide support following discharge.
* Suppliers of food/stationery and other operational goods.
* Maintenance dept – reporting repairs needed and following up on repairs already reported.
* Partner organisations at 30 Clarence Street – Young People’s Team, Pathways, York Advocacy, Mental Health Matters
* Other colleagues in local statutory and voluntary services – convening and attending meetings as required
* Out of hours/emergency services – to ensure a safe response if customers’ mental health appears to be deteriorating or if they are presenting a risk to themselves or others.
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| **6.** | **DECISIONS – discretion & consequences**Within the scope of the Council’s policies and procedures the post holder will decide upon:* The staff levels for the service to ensure adequate and safe staffing at all times.
* Identify training needs of staff.
* Delegation of tasks to other members of the team.
* Decide on the implementation of Human Resource procedures e.g. Capability, Attendance Management, staff development consult with HR and the service manager as relevant.
* Participate in /supervise referral process and decide on the suitability of customer to MHRS. Making sure all reasonable steps are taken to assess suitability of the customer including background, risks, needs and continuity of support from key professionals.
* Lead on managing challenging placements including appropriate use of Inclusion Policy.
* Ensure appropriate assessments and support plans are in place and are reviewed appropriately.
* Decide on spending decisions for expenditure within the services budget under delegated responsibility, consult with Service Manager as relevant, ensuring compliance with CYC policies.
* Support service Manager in decisions to ensure the services budget remains within defined spending limits.
* Decide on action to ensure accurate financial records are maintained. Report all concerns including any potential over spent to service manager in timely fashion.
* Make decision to report service issues to service Manager in timely manner and seek direction and advice in line with CYC policies and procedures.
* Decide on the implementation of changes to the services internal systems in relationship to service delivery, consult with the service manager as relevant.
* Work with staff team to develop local guidelines and procedures for the team as appropriate (in line with CYC policies).
* To make appropriate decisions to ensure the effective use of resources allocated to the service in order to enable staff to deliver safe and outcome focused service. To ensure the service is consistent with all relevant CYC policies and procedures.

**Consequences*** Failure to carry out these tasks may have a direct or an indirect impact on the safety and wellbeing of staff and customers accessing the service and lead to deterioration in customers’ mental health.
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| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description Value Mobile £400Petty cash £250.Cash handling of customers’ top-up fees/charges as required. |
| **8.** | **WORK ENVIRONMENT** Work demands* Constantly assessing priorities and tasks in a changing environment.
* Responding rapidly and appropriately to challenging situations and requests for decisions and support as and when required.
* Managing complex situations and conflicting priorities
* Be able to handle more than one complicated task at the same time including using IT systems as required.
* To provide information for the organisation both at regular intervals and when required

Physical demands* Able to attend MHRS units as and when required.

Working conditions* Work in a controlled environment with adequate heating, ventilation and lighting.
* In urgent situations, be available to give advice to staff outside of normal working hours.
* To be available to cover rota as an emergency or when there are no suitable cover arrangements. Provide support to customers as and when required.
* Flexibility in order to meet the needs of the service, customers and staff over operational hours of MHRS.

Work context* Potential exposure to verbal abuse and aggression from customers who are not well.
* Be able to offer debriefing support to colleagues who may have had a stressful and emotional experience whilst dealing with customers.
* Required to be emotionally resilient when dealing with customer demands and those of managing a dispersed team.
* Supporting staff through the process of change.
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| **9.** | **KNOWLEDGE & SKILLS*** Management Qualification i.e. NVQ 4/Diploma in management or relevant experience and training is essential.
* A relevant professional qualification in social care/Mental health or relevant experience and training is essential.
* Substantial experience of working with adults with mental health problems in a residential/community setting is essential.
* Experience of supervising staff and managing teams are essential
* Experience of change management and service improvement are essential.
* Must have in depth knowledge of mental illnesses and recovery process.
* Must have working knowledge of mental health legislation and legislation related to the service.
* Must have in depth knowledge of support care planning, risk assessments and safeguarding processes.
* Must have an understanding of the organisational structure and functioning of local authority and local NHS teams.
* Must have a working knowledge of issues relating to general housing needs, supported housing and housing legislation.
* Must be able to communicate complex information verbally and in writing to a wide range of people, including the production of reports on customers and for service development.
* Must be numerate and a high degree of literacy.
* High level of Interpersonal skills, must be able to relate to a wide variety of people and professions, including demonstrating empathy, negotiation and problem solving skills.
* High level of organisational Skills. Must be able to provide effective supports to all parts of the service in a balanced and measured way.
* Must be able work autonomously without direct supervision.
* Must be able to motivate team members to work collaboratively and as a team to provide and develop the services.
* Able to self motivate to achieve identified goals.

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2** - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read.*This post requires the post holder to undertake an enhanced – adult workforce (with barred list check) criminal record check via the Disclosure and Barring Service.* |
| **10.** | **Position of Job in Organisation Structure**Job reports to - Service Manager, Mental Health and LDOther jobs at this level: Service Leader LD, Supported Employment and Business Manager THIS JOBManagerJobs reporting up to this one: Deputy Manager, Senior Worker, Mental Health Recovery Worker, Housing Support and Recovery Worker, Community MH Officer, MH Vocational Support and Recovery Worker |