

# JOB DESCRIPTION



<b>JOB TITLE:</b>	Community Services Manager
<b>LOCATION:</b>	49-51 Russell Street Kettering Northamptonshire NN16 0EN
<b>REPORTS TO:</b>	CEO Kettering Mind Executive Committee
<b>BASIC HOURS:</b>	37 hours per week Flexible: To include some evening, weekend and Bank Holiday working
<b>SALARY:</b>	Salary Scale Points 27 – 32

## **SUMMARY – Main purpose of the post**

To lead and manage all aspects of the delivery and development of Kettering Mind's community services. Ensure the services managed are underpinned by the core principles of dignity and respect and maximise positive outcomes for the individuals receiving support.

To be responsible for all aspects of people management for the team, acting as a positive role model showing professional, caring and compassionate attitudes and behaviour towards the individuals we support, colleagues and partner agencies, creating an inspiring team environment with an open communication culture.

To ensure Mind's Quality Standards are maintained, that all Health & Safety legislation is implemented and followed, and all policies and procedures of Kettering Mind are adhered to.

## **KEY RESPONSIBILITIES**

### **Service Management**

- Oversee all aspects of the day to day running for all community support services including the Intermediate Support Service, Hospital at Home (Crisis Pathway), Orbit Breathing Space, Personal Budgets and Private Support.
- Ensure that all contractual services are delivered in line with their specific service specifications, to a high standard and within specified timeframes.
- Ensure that all community services maximise positive outcomes and aspire to the highest standards of service delivery and compliance of all required standards and best practice.
- Screen referrals, complete assessments and develop person-centred support plans that reflect the expressed needs and aspirations of the individual.

- Provide personalised individual care packages for clients of Kettering Mind community services. Ensuring the needs of individuals are addressed, and regularly review the effectiveness of the service in relation to the individuals expressed needs and interests.
- Ensure that service users' needs and support plans are reviewed on a regular basis and liaise with social care and health professionals to arrange external reviews when required.
- Effectively assess and manage any risks to the individuals we support and others, ensuring risk assessments are in place, risk management plans are implemented and statutory safeguarding processes are followed.
- Build excellent relationships with service users, family members, carers and other relevant persons to ensure a collaborative and inclusive approach towards support.
- Be responsible for ensuring all records are accurate and up to date, compliant with data protection regulations and performing regular spot checks, audits and reviews.
- Promote community services to key stakeholders and the communities that they serve.
- Support Senior Management with the tender process for new community services and lead on the implementation of all newly acquired community support service contracts.

### **People Management**

- Oversee the day-to-day operation of a community based team that operates between the hours of 7.00am to 11.00pm, 365 days per year.
- Provide consistent, fair and clear line management and leadership to the staffing team.
- Build a cooperative and collaborative team that is flexible and adaptable to changing requirements.
- Assign tasks to team members, monitoring and supervising the day-to-day delivery and quality standards of the support delivered.
- Provide staff with professional guidance and coaching on best practice and support management, ensuring that service user involvement and a person centred approach are embedded within the team.
- Develop and implement training plans for staff to ensure that they meet the required competences for the role and the team is fully equipped with the skills and knowledge to deliver a professional and responsive service.
- Work collaboratively with the leadership team on the recruitment, induction, training, support and supervision of staff.
- Provide regular individual and group supervisions and annual appraisals to the staffing team.
- Develop and oversee staffing rotas, ensuring service provision is maintained at all times.

### **General Management Duties**

- To work collaboratively as part of a leadership team to ensure continuity across all Kettering Mind service areas.

- To liaise and network with other agencies to promote Kettering Mind’s services and ensure good professional working relationships are developed and maintained at all times.
- Develop and maintain positive relationships with commissioners, partner agencies and other health and social care professionals to uphold the reputation of Kettering Mind as a professional service provider.
- To design or use current record management systems, to record, monitor, evaluate and review effectiveness of services. This will include providing verbal and/or written reports to the CEO and completing and submitting contractual monitoring reports within specified timeframes.
- To be part of an out of hours on-call rota system.
- To participate in regular supervision and annual appraisals.
- To take ownership of your professional development and identify your job related development and training needs.
- Plan and facilitate some of the in-house training sessions throughout the year for staff and volunteers, lead team meetings and staff briefings.
- To maintain up to date knowledge of the social care sector locally and nationally, providing advice and information and reports to Senior Management and trustees.
- Work in accordance with the organisation’s vision, mission, goals and values.
- Promote the work of the organisation and positive understanding, awareness and attitudes towards mental health.
- Carry out any other duties which fall within the broad spirit, scope and purpose of this job description which the CEO may deem necessary.

**Review of Job Description/Person Specification**

This job description is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. It is the practice of Kettering Mind to regularly examine employee’s job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.

Each manager and those working directly to him or her will jointly conduct this procedure. You will, therefore, be expected to participate fully in such discussions and, in connection to them, to re-write your job description to bring it up-to-date if this is considered necessary or desirable. The aim is to reach agreement on reasonable changes, but if agreement is not possible then the right to effect changes to your job description after consultation with you is reserved. Appropriate notice of such changes will be given.

Employer signature ..... Date.....

Employee signature ..... Date.....

***Kettering Mind is committed to Mind’s Quality Mark***

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