

Job Description

Service	Catalyst Support Limited
Job Title	Mental Health and Wellbeing Manager
Reports to	Chief Operating Officer
Base	To be agreed
Salary	£35,000+ (based on experience)
Charity	<p>Catalyst is a non-profit organisation working with people who are dealing with issues associated with their mental health and wellbeing. We believe in peoples' ability to change and are proud of our non-judgmental ethos.</p> <p>We have a range of mental health and wellbeing support services in Guildford, Waverley, Surrey Heath and Farnham, and NW Surrey. This includes the 'Community Connections' partnership and Safe Havens funded by Clinical Commissioning Groups and Surrey County Council.</p> <p>In addition Catalyst workers are also part of General Practice Integrated Mental Health Services in Guildford and Chertsey.</p>
Purpose of Job	<p>The role is to provide operational management of all the Mental Health and Wellbeing services.</p> <p>The job will have responsibility for the monitoring and evaluation of all service delivery and liaising with commissioners regarding service performance and contracts. Service development will be integral to the role.</p> <p>The role will report directly to the Chief Operating Officer and the post holder will be a member of the Management Team.</p>

Key Activities:

- To have overall managerial responsibility for the mental health and wellbeing services and projects.
- To champion the rights of people, their families and carers in the delivery of services and through partnership working.
- To promote the Catalyst ethos throughout service delivery, with all partners, stakeholders and the wider Surrey community.
- To have responsibility for ensuring the safety and welfare of staff, volunteers and clients across the mental health and wellbeing projects.
- To work with key partners on joint working initiatives and service development to ensure compliance with local protocols, including but not limited to:
 - Information sharing

- Safeguarding

- Local plans and strategies

- To manage, provide guidance, support, supervision and career development for team leaders/senior workers to enable them to deliver effective services.
- To work with the Human Resources Manager on the recruitment, selection, induction, supervision, performance management and development of staff.
- To continually monitor service delivery, audit case management systems, data and outcome reporting.
- To be a member of the Management Team to ensure all aspects of service delivery meet legal and contract requirements and Catalyst policies and procedures.
- To work with the Finance Manager and teams to ensure services are delivered within budget and are costed effectively.
- To liaise with, and report to commissioners on key performance indicators, outcomes, critical incidents, and Safeguarding issues.

Person Specification

	Essential	Desirable
Qualifications and experience		
Degree and/or professional qualification e.g. Management, Nursing, Psychology, Social Work, OT, counselling.	✓	
Have a management and or project management qualification (diploma level or above) and/or 3 years+ management experience.	✓	
Experience of co-production work with clients in designing, delivering and evaluating services.	✓	
Experience of developing and maintaining effective partnerships at an operational level or equivalent experience.	✓	
Experience of operational management, governance, performance, contract monitoring and outcome reporting.	✓	
Knowledge and experience of data analysis, research methodology and reporting.	✓	
Experience of financial planning and budgeting.	✓	
Experience of staff development and supervision	✓	
Experience of working with people/services re: mental health needs.		✓
Knowledge		
Knowledge of key legislation, national and local strategies for mental health and wellbeing.	✓	

Person Specification

Knowledge of health and safety including assessing high risk situations for clients.	✓	
Understanding and knowledge of mental health provision and pathways.	✓	
Experience of data input, data systems, outcome monitoring and reporting.	✓	
Information Technology		
Manual dexterity to use computer keyboard and mouse.	✓	
Proficient in Microsoft Word, Excel, use of email, Outlook.	✓	

General terms of reference:

In carrying out the above duties the post holder will:

- Work flexibly across operational sites as required which will include evening and weekend work.
- Seek to improve personal performance, outcomes, contribution, knowledge and skills.
- Participate in team meetings, appraisal, workforce development and supervision processes.
- Keep abreast of developments in services, legislation and practice where appropriate.
- Contribute to maintaining safe systems of work and a safe environment.
- Represent Catalyst at external agencies and support the values, workings and ethics of the Catalyst approach to client work.
- Have a full UK driving licence is required with regular access to a vehicle. Business insurance a necessity.
- Undertake other duties appropriate to the grade of the post.

Equal Opportunities Statement

We acknowledge the unique contribution that all Catalyst employees and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Any member of staff who breaches this policy may be subject to grievance and/or disciplinary procedures.

This post is subject to the Disclosure and Barring Service (DBS) check at an enhanced level. Please note past drug and/or alcohol or criminality history will not necessarily discount you from undertaking this role.

Amendments: This job description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a period of consultation.