

## JOB DESCRIPTION

<b>Title:</b>	<b>Croydon Health and Wellbeing Space (CHWS) Manager</b>
<b>Reporting to:</b>	Mind in Croydon Head of Social Inclusion & Support Services
<b>Responsible for:</b>	1 x Co-ordinator, 3 x Advice, Information and Guidance Workers; 1 x Domestic Abuse Support Worker, 1 x Advice, Information and Guidance/Volunteer Lead
<b>Salary Range:</b>	£36,196.16pa
<b>Hours:</b>	36 hours per week (full-time) worked in the CHWS within a six-day rota. The service is open from Monday to Saturday, 9am to 6pm, therefore you will be expected to work with your colleagues to ensure the space is staffed with at least two or more people from 9am to 6pm. This will include working one Saturday in four weekends.
<b>Contract:</b>	Fixed Term until 31 <sup>st</sup> March 2025
<b>Location:</b>	Croydon Health and Wellbeing Space, Unit 1101-1102, Whitgift Centre, 1 North End, Croydon CR0 1UY and other mobile locations in the borough that may be developed.

### **Purpose of the role:**

Mind in Croydon is a voluntary organisation, a company limited by guarantee and a registered charity concerned with the welfare of people with mental health problems living in the London Borough of Croydon and its surrounding areas. Currently, Mind in Croydon turns over approximately £2m per annum and has 50-55 staff and around 100 volunteers.

Established in partnership with the BME Forum and the NHS, the Croydon Health and Wellbeing Space (CHWS) is an innovative partnership approach to overcoming the barriers faced by people in need of mental health support, especially those falling through the gaps of traditional mental health support. The service offers drop-in advice, information, and support including crisis and psychological support, in addition to individual appointments, support groups and workshops, and access to specialist advisors such as the Welfare Benefits Advice Service.

The CHWS Manager will lead a team of staff and volunteers and work closely alongside (but not manage) the SLaM Mental Health Transformation Programme teams based at CHWS including the Recovery Space Day Team (providing crisis mental health support) and the NHS Psychology Team, as well as those working in the community including the Mental Health Personal Independence Co-ordinator Service (PICS) and Ethnicity & Mental Health Improvement Preprogramme Mental Health (EMHIP). The CHWS manager will also work closely with other mental health service providers and voluntary and community sector

organisations in the borough to ensure the CHWS is effectively promoted to and connected with other providers.

### **Main Responsibilities**

- Responsible for the day-to-day operational management of CHWS and line management of staff.
- Work with local multi-disciplinary teams to ensure there is a range of accessible and effective referral pathways.
- Work with commissioning and voluntary sector partners to monitor service delivery and inform the development of Croydon's Mental Health Transformation Programme.
- Responsible for the effective use of resources to ensure staff and volunteers can deliver high quality information, advice, guidance, and support to people who access the service.
- Provide quantitative and qualitative service reporting to an excellent standard using key performance measures and outcomes to enable the effective monitoring and development of the service.
- Oversee accurate data recording using the organisation's database and ensure that all commissioning data reporting requirements are met.
- Develop operating policies, procedures and working practices in line with service aims and objectives.
- Manage risks within the service and support all team members to complete risk assessments for individual service users.
- Manage all safeguarding concerns and reporting.
- Attend and contribute effectively to contract meetings, inter-agency partnerships, organisational strategy days and any other meetings as required.
- Work with the CHWS Co-Ordinator to manage the weekly rota for all staff and volunteers to ensure there is sufficient cover for the service six days a week. The CHWS manager is also part of the rota.
- Promote the CHWS using a variety of channels and network widely within the borough.
- Line manage the CHWS staff team on a daily basis, facilitate reflective practice and undertake monthly formal supervision meetings.
- Facilitate regular team meetings and staff/service development sessions.
- Embed clear, effective communication so that staff feel engaged and empowered to grow and develop in their roles.
- Ensure all staff adhere to service standards.
- Ensure that all HR systems and processes are actively and positively supported within the team including recruitment, induction, probation period, supervision, appraisal, performance management, disciplinary and grievance issues (in collaboration with HR).
- Ensure mandatory training and staff developmental needs of the team are met.
- To work within all policies and procedures and ensure that information remains confidential and to adhere to the General Data Protection Regulations 2018.
- Maintain quality standards in accordance with Mind in Croydon policies and procedures.
- Accept line management and supervision from the post holder's designated line manager and to engage constructively in this process.

- Accept the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by the post holder's designated line manager.
- Addition to the tasks and duties outlined in this job description, to undertake any other tasks identified and which are generally compatible with the functions of the post.
- Staff will be responsible for respecting and maintaining personal and professional boundaries concerning relationships with service users, volunteers, and other staff.
- Act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon.
- In addition to the tasks and duties outlined in this job description, you may be required to undertake such duties as may be identified and which are generally compatible with the functions of the post.

### Job Description Agreement

The Job Description is not exhausted and is subject to change considering the service, work, priorities, or requirements. Such change will be discussed and consulted on with the post holder. Mind in Croydon Ltd and Croydon BME Forum reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service. The statements contained in this description, reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name:

Date:

## Person Specification

<b>Knowledge and Experience</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
Educated to degree level.	<b>E</b>	
Relevant management training or qualifications.	<b>E</b>	
<b>Experience</b>		
Minimum of two years' experience of line managing a team in community-based health, voluntary and/or social care settings, preferably in mental health.	<b>E</b>	
Experience of undertaking staff management responsibilities including supervision, appraisals, leading team meetings and operating at a strategic level.	<b>E</b>	
Demonstrable lived or learned experience and understanding of mental health and related issues and difficulties or challenges	<b>E</b>	
Leading a team in a multi-disciplinary approach to service delivery.	<b>E</b>	
Knowledge and experience of working in settings using validated outcome measures such as Open Dialogue tools and techniques, and/or Recovery Star.	<b>E</b>	
Extensive knowledge and experience of person-centred approaches and recovery models.	<b>E</b>	
Experience of building partnerships and working relationships with local groups and organisations to support service delivery.		<b>D</b>
Experience of developing and implementing operating systems policies and working practices in a team setting.		<b>D</b>
Experience of creating, managing, and maintaining high quality records of contact and interaction with people, working within a caseload, and producing high quality numeric and narrative operational reports.	<b>E</b>	
Experience in communicating effectively to champion success with commissioners and partners in a variety of methods.	<b>E</b>	
Experience of working to advice quality mark standards.		<b>D</b>
Experience of driving continuous improvement and operational development in person-centred teams.	<b>E</b>	
Experience of peer support approaches and asset/strengths-based care and support systems.		<b>D</b>
Experience of working or living in diverse communities and knowledge of cultural context related to mental health and wellbeing.	<b>E</b>	

<b>Knowledge, Skills, and Capabilities</b>		
Ability to work alongside people in non-directive ways – helping them find solutions that work for them.	E	
Ability to focus on and build a person's strengths and their ability to make use of the resources available to them.	E	
Capable of mentoring and enabling staff to grow to their full potential (including elements of formal and informal coaching styles).	E	
Ability to remain recovery-focused – working with empathy, creating hope, and building autonomy, empowering the person to define, lead and own their recovery.	E	
Ability to build effective, safe, and trusting relationships with people using services and with professionals in multi-disciplinary teams.	E	
Excellent written and verbal communication skills.	E	
Excellent IT and literacy skills.	E	
Ability to travel around the borough in a timely manner as the role requires attendance at in-person meetings.	E	
Ability to work effectively and maintain boundaries when faced with challenging situations.	E	
Experience of working with teams to promote positive wellbeing and resilience for team members.	E	
Ability to work flexibly across the team and localities including one in four Saturdays.	E	
<b>Personal Attributes and Approach</b>		
Values people and sees their potential, worth and strengths.	E	
Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person's experiences or beliefs.	E	
Works inclusively respecting the diversity of each person's experience, and their background or cultural context.	E	
Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required.	E	
Shares responsibility for their own personal development.	E	