**Role Description**

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| **Job title** | Senior Project Worker |
| **Sector/Function** | Mental Health |
| **Department** | Beacon Lodge |
| **Reports to** | Service Manager |
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| **Role purpose** | To support the Service Manager to deliver high quality person-centred services in line with the business plan and service specification. To support and guide the team, and as part of the team delivering exceptional services supporting those with mental health needs. Our support should enable with individual needs to improve their lives within the community through promoting independence, wellbeing and healthy life choices. To be accountable for the delivery of the annual business plan agreed for the Service and to ensure that Turning Point values are embedded within the service. |
| **Key Accountabilities** | **Key Activities/Decision Areas** |
| 1. **Operational Management, service delivery and quality**
 | To be responsible for the management of the team, service delivery level and quality by:* Ensuring growth is undertaken in a needs-led and planned way
* Maintaining required quality standards of service delivery
* Contributing to and implementing actions plans to address under-performance whether through quality or financial reason in order to achieve required quality standards and maximise performance
* Ensuring effective staffing structure and appropriate budget in order to achieve required quality standards and maximise performance
* Support staff in resolving difficult and challenging situations with service users
* Delivering continuous improvement in service quality and performance
* Participating in the maintenance and utilise management information and data collect systems as appropriate
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| 1. **People Management**
 | To lead, manage and motivate the team by:* Using a participative style as the norm ensuring a culture is developed and sustained within the team that is conducive to team working, continuous improvement and learning
* Ensuring that all communication channels are open and that information flows up, down and across the team with appropriate access upwards
* Leading by example in participating in the performance management system, (OPR) and ensure it is embedded with the team and staff have the time to actively participate
* Ensuring that all staff within the service receive regular support and guidance both formally and informally
* Coaching direct reports in appropriate management and motivation techniques to ensure the required culture is embedded across all strands of the team
* Ensuring robust resource management process, ensuring all staff structures are adequate to deliver quality standard, and participating in the recruitment process as required
* Ensuring the appropriate application of HR policies and procedures and effectively manage the disciplinary, grievance and complaints process, supporting other services where necessary
* Effectively managing sickness and other absence ensuring any underlying root causes are addressed
* Undertaking effective change management ensuring that robust consultation processes are utilised, that the required changes are achieved in a timely manner and that the results are monitored and evaluated
* Ensuring all staff participate in learning and development activities appropriate to their job role and the needs of the organisation
* Taking responsibility for own self development
* Delivering training as appropriate in own area of specialism
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| 1. **Health, Safety and Risk Management**
 | To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level possible by:* Being responsible for all Health ad Safety matters within area of responsibility
* Ensuring that risk assessments and reviews are undertaken, and that identified risks are managed and mitigated where possible
* Ensuring full compliance with all Health and Safety requirements
* Ensuring implementation and regular review of the business continuity plan where appropriate
* Ensuring that staff take personal responsibility for their own and others safety e.g. vaccinations, eye sight tests, work place assessments
* Ensuring that staff comply with partner Heath and Safety policies and procedures where appropriate
* Managing the formal reporting process for serious untoward incidents and accidents
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| 1. **Compliance**
 | To ensure compliance with internal and external standards and codes of conduct by:* Meeting all regulatory requirements
* Complying with Turning Point’s code of conduct, policies and procedures
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| 1. **Miscellaneous**
 | Undertake other responsibilities assigned by the line manager as appropriate to the area of responsibility |

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| **Service Performance Specific Key Accountabilities** | **Service Performance Specific Key Activities/Decision Areas** |
| 1. **Service Specific Operational Management**
 | To provide effective operational management by:* Ensuring clinical governance to Turning Point and/or other external national standards (as relevant), so that the correct standards and quality of care are maintained
* Ensuring service user involvement and a person-centred approach are embedded within service values
* Providing own professional guidance and coaching on case management
* Ensuring regular audits (internal and external) take place and results are acted upon and learning is shared across Turning Point
* On-going monitoring of KPIs, SLAs, contracts and outcomes identifying variances against targets implementing actions where appropriate
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| 1. **Business Development, Marketing and Strategic Planning**
 | To assist the Service Manager develop the service offered locally in line with the business plan by:* Being aware of the local market, political climate, and available funding, and look for and take advantage of business development opportunities within their own service or new areas
* In liaison with the Locality Manager, undertaking proactive relationship management with commissioners and other partners in order to identify gaps and proactively act on this information
* Identifying ways to adapt the service delivery or the way the service operates to meet changing service user/commissioner needs or a changing regulatory environment
* In liaison with the Locality Manager inputting into the bid process for enlarging their service provision, e.g. provide specialist expertise and local knowledge; write papers/proposals; present to commissioners
* Implementing all aspects of agreed service enlargement e.g. implementation project plan, business plan, monitoring against the implementation plan and reporting internally or externally on progress
* Looking for local opportunities to raise the profile of Turning point and follow them through
* Keeping abreast of local and sector development, and incorporate into business planning
* Participating in ternal meetings to champion service user needs, inform Turning Point policy and develop standard Turning Point practices
* Fully participating in and contributing to corporate initiatives
* Meeting the agreed growth targets through organic growth and contribute to gaining new business
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| 1. **Business Planning and Organisational Links**
 | To ensure effective local business planning aligned to the Turning Point business plan by:* Leading on development and delivery of the service business plans
* Liaising with managers across other business areas in order to develop objectives
* Participating in strategic management meetings such as action forums and project teams
* Ensuring effective communication between the service and other parts of the organisation
* Fully supporting and implementing organisational initiatives
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| Mental Health Specific Key Accountabilities | Mental Health Specific Key Activities/Decision Areas |
| 1. **Empathy, Support and Encouragement of Service Users**
 | * To work directly with service users to develop comprehensive plans, monitoring and reviewing progress against these
* Enabling service users, through education and raising awareness to manage factors that affect their own mental wellbeing
* Developing, implementing, and reviewing service user focused interventions
* Recognising indicators of deteriorating mental health, working collaboratively with community teams in supporting service users effectively
* Supporting service users to access or have knowledge of community support available to access should they require it
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| Other Duties | As reasonably requested and required |

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| Person Specification – Professional Skills, Expertise and Qualifications |
| * Leadership skills, ability to motivate and inspire others, building a cohesive team
* Good numeracy skills
* Good verbal and written communication skills
* Computer Literate
* Collaborative team working skills
* Experience in supervising a small team
* Able to deliver a range of services/interventions in a person-centred, non-judgmental approach
* Able to demonstrate flexibility and creativity within role
* Experience of managing a caseload of service users with varying mental health needs
* Adaptable and able to work in a challenging and changeable environment
* Proven track record of managing incidents of challenging behaviours
* Able to demonstrate a good knowledge and value base in a relevant service specialism
* Knowledge of appropriate quality standards and regulatory requirements
* Participative leadership and management style in normal circumstances
* Service development skills

Additional Service Performance Specific Requirements* Proven professional record within a related service user group including hands on experience
* Knowledge of relevant government initiatives, sector regulations, social care agenda, national service framework and mental health act
* Displays a person-centred approach and has a proven track record in service user involvement
* Demonstrate education and/or training in the mental health sector
* Working knowledge and understanding of mental health needs and the ability to recognise the indicators of deteriorating mental health
* Understanding issues faced by service users with mental health needs and/or dual diagnosis
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