



Organisational Fit	
ROLE TITLE: Manager I – Service MH	REPORTS TO: Locality Manager
DEPARTMENT: Mental Health	GRADE: 5 PAY RANGE: Standard
<p>ROLE PURPOSE:</p> <p>To assist in delivering Turning Point’s Mental Health Strategy which reflects our vision and values by leading, developing, and co-ordinating to ensure the delivery of a high quality, innovative and cost-effective service. Leading the Complex Emotional Needs service, working alongside the Clinical Psychologist to ensure that the service provides effective evidence-based interventions in line with contractual requirements.</p> <p>Be accountable for service development, delivery and evaluation to achieve key performance indicators relating to the client journey and experience, embedding a high quality performance culture within the service.</p> <p>To be responsible for all operational management aspects of the service, including insight of systems and processes, people management, financial management and compliance.</p>	

Key Generic Accountabilities	Key Generic Activities / Decision Areas
<p>1. Key Accountabilities</p>	<p>To be responsible for the management of the team, service delivery level and Quality by:-</p> <ul style="list-style-type: none"> ▪ Maintaining required quality standards of service delivery ▪ Contributing to and implementing action plans to address under-performance whether through quality or financial reasons ▪ Ensuring effective staffing structure and appropriate budget in order to achieve required quality standards and maximise performance ▪ Maintaining oversight of service activity and ensuring high levels of client activity remains consistent, implementing action plans to address issues ▪ Participating in the maintenance and utilise management information and data collection systems as appropriate ▪ 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 ▪ Ensuring regular audits (internal and external) take place and results are acted upon and the learning is shared across Turning Point. ▪ On-going monitoring of KPIs, SLAs, contracts and outcomes identifying variances against targets implementing actions where appropriate ▪ <p>To provide effective operational management by:-</p> <ul style="list-style-type: none"> ▪ Complete all requirements relating to data collection within the service ▪ Keep coherent records of all service level activity in line with local service procedures and organisational policies ▪ Carry out audits of service performance including client surveys and evaluations ▪ Ensure commissioner reports are completed and submitted within contractual obligations and support the submission of data to National NHS data sets.

- Present performance, quality and development information to commissioners through external channels such as contract review meetings, service reviews and quality monitoring audits.
- 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 participating in regular networking, attending meetings and forums to provide input, influence, and gather information

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 as appropriate
- Being a role model of the values through own example while ensuring they are demonstrated by all staff in the service.
- Working collaboratively with the Clinical Psychologist to ensure effective people planning, recruitment, induction, coaching, development and performance management.
- Ensuring robust resource management processes, ensuring all staff structures are adequate to deliver quality standards, 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 processes, 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 & development activities appropriate to their role and the needs of the organisation

To be responsible for the budget and expenditure, maximising full cost recovery and meet financial targets by:-

- Being accountable for achieving financial targets and reporting results within area of responsibility
- Contributing to the preparation and management of the budget for area of responsibility
- Ensuring financial reporting systems are maintained and used during monthly reviews, forecasting, looking for cost savings and efficiencies, adhering to national procurement policies e.g. preferred supplier agreements for agency workers, stationery, travel and accommodation, etc.

To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level possible by:-

- Being responsible for all Health and Safety matters within area of responsibility
- Ensuring that task-based and, where appropriate, clinical 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 staff take personal responsibility for their own and others safety e.g. vaccinations, eye sight tests, work place assessments

	<ul style="list-style-type: none"> ▪ Ensuring staff comply with partner Health & Safety policies and procedures where appropriate ▪ Managing the formal reporting process for serious untoward incidents and accidents <p>Undertake other responsibilities assigned by the line manager as appropriate to the area of responsibility</p>
--	--

Other Duties	
	As reasonably requested and required

Role Dimensions	
<i>Financial (limits/mandates etc.)</i> <ul style="list-style-type: none"> ▪ Individual Contract Budgets under £1,000,000 ▪ Usually single site 	<i>Non-financial (customers/staff etc)</i> <ul style="list-style-type: none"> ▪ Direct Reports are mainly grade 3/4 staff ▪ Usually one / two commissioners ▪ Usually single portfolio of service provision (MH)

	Essential	Desirable
Personal Effectiveness	<p>Excellent interpersonal skills in the pursuit of exceptional delivery of service outcomes to a range of stakeholders.</p> <p>Excellent communication skills – both verbal and written, with the ability to turn technical language into plain English to enable clarity and engagement of clients, staff, colleagues, and customers/commissioners.</p> <p>Robust and resilient personality that can respond and function within high pressure environments.</p> <p>Relationship building with key stakeholders to be able to maximise outcomes.</p> <p>Strong organisational and time management skills, helping others to develop and maintain operational delivery.</p> <p>Delivering change in both the short, medium, and long term.</p> <p>Flexible and adaptable leadership style and approach to achieve outcomes whilst maintain employee engagement.</p>	

	Ability to lead locally, identifying needs and leading by engaging others at a strategic level to move towards action.	
Technical Effectiveness	<p>Team management skills to lead and inspire a motivated and skilled team that consistently delivers or exceeds on its individual and service targets.</p> <p>Understanding of service specifications and leading a team to turn these into operational excellence.</p> <p>Able to identify and effectively manage organisational and operational risk and provide sound advice and action to mitigate.</p> <p>Identify areas of service improvement and opportunity.</p> <p>Experience in monitoring performance, service activity, and outcome measures and using this to inform service delivery.</p>	<p>Has experience of managing a clinical service.</p> <p>Project management skills to lead the successful implementation of projects, programmes, initiatives, and change.</p> <p>Has experience of creating and maintaining risk registers.</p> <p>Has experience of using data systems that comply as patient level data sets with an understanding of wider reporting of data requirements for NHS.</p>
Acquired Experience and Qualifications	<p>At least five years' experience in health and social care with at least 3 years management experience.</p> <p>Experience of change management.</p> <p>Understanding of complex emotional needs.</p> <p>Experience of improving service performance and maintaining that performance within a rapidly changing environment.</p> <p>Demonstrates a collaborative and integrated approach to working with both clinical and operational staff.</p>	<p>Professional qualification in either health or social care and/or relevant management qualification.</p> <p>Degree or equivalent qualification</p> <p>Previous experience of managing CQC regulated services</p> <p>Experiencing of working with Personality Disorders</p>