

## Head of Service – Outreach

### Job Description & Person Specification

Reporting to:	Chief Executive Officer (CEO)
Responsible for:	To plan, develop, direct, and oversee the management of MiMH’s current and future programmes; ensure the efficiency of service delivery and operations for sustainability and growth; execute and monitor long and short-term plans.
Hours:	Full time (flexibility required)
Salary:	£38,000 to £40,000 per annum depending on qualifications and experience
Location:	Travelling around the 4 centres will be a requirement Stevenage/St Albans/Hatfield/Hertford
Closing date:	5pm, Friday 12 July 2024
Interviews:	Monday 22 July 2024

# About Mind in Mid Herts

Do you want to support people with mental health issues? Are you calm, non-judgmental and able to work effectively with people experiencing emotional distress? Would you like to be a part of a dynamic team striving to break down barriers for those that need help and support, and want to be part of our mission to provide prevention, recovery, and support services in Hertfordshire to empower people to take control of their mental health? If the answer to all of these is yes, we want to hear from you.

*"I'm a little overwhelmed don't feel like it's real or I am this lucky but I'm trying to stay calm. I can't thank you enough for all your support and help honestly means the world to me I felt so alone like no one cared. But I honestly can't thank you enough."*

Mind in Mid Herts has a strong track record of delivering care and support, working with people on their pathway to recovery. We are working to reduce the stigma of mental health diagnosis. We aim to provide a safe space for people in crisis to talk and feel supported, be listened to without judgement, access relevant support with problem solving and facilitate access to external services.

We do not advocate short-term measures but to be a part of a long-term strategy.

We have been operating in St Albans for over 40 years, in 2007 we merged with Welwyn Garden City Mind and became Mind in Mid Herts and following that we opened centres in Stevenage (2008), Hertford (2009) and Hatfield (2024).

We supported 3171 people last year. Our services are designed to empower people to take control of their mental health and recovery. We support people through an extensive programme of activities including:

- Psychological therapies (face-to-face, online and telephone)
- Vocational support
- Outreach to those unable to reach our centres.
- Specialist support e.g. Male/Female/LGBTQ+
- Living Well courses
- Social support groups (activities providing shared interests to bring people together)
- Stepping stones (hospital discharge service)
- Crisis support – alternative to A&E
- Peer support – these groups are led by people with lived experience.

We use the Short Warwick Edinburgh Mental Wellbeing Scale and IAPT measures, which show people's mental health significantly improving following interventions.

We are innovative in creating services to improve wellbeing and to prevent the development of mental health issues. Through education and support, we aim to improve people's awareness of how to be proactive in looking after their health and wellbeing. We will not give up until everyone experiencing a mental health problem gets support and respect.

We currently have over 70 volunteers. Local demand remains high. We expect demand to continue to increase. The successful applicant for this post will work with the CEO to plan and set out how the service will better manage demand and make a significant contribution to providing local access to services as both an alternative and reinforcement to the treatment of mental health problems by primary care.

## JOB DESCRIPTION

*Mind in Mid Herts (MiMH) is committed to diversity and equality of opportunity for all and is opposed to any form of less favourable treatment and harassment on the grounds of all the 'protected characteristics' as identified by the Equality Act 2010.*

It is the Organisation's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the services will change, and the jobholder's obligations are bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definite, and exhaustive statement.

A person with project management, health, social care, psychology, or other related qualification is desirable. Experience supervising and managing a mental health service is essential.

### Overall Purpose

This is a senior role within MiMH's. The post holder will be one of two Heads of Service that have wide-ranging responsibilities for the performance and development of services.

The post offers significant opportunities for innovation, development, and growth of existing services. The post holder will work with the Chief Executive Officer, as part of a Senior Management Team to implement our strategic plan. The role will include:

- Development and oversight of new services at our Alon's Well Being Centre to optimise the offering we make from this new site.
- Extend the reach at this site (and other sites in time) to communities in Hertfordshire that currently are not aware of what services we offer or have previously been reluctant to engage with Mental Health Services.
- Scope services and events that support and would be attractive to underrepresented communities in Hertfordshire e.g. LGBTQ and people from different racial backgrounds.
- Responsibility to optimise Alon's Well Being Site to ensure we run a full portfolio of services and events.
- Work with the other Head of Services to over time share equal responsibilities for other sites and teams therefore providing a balance of accountabilities for services currently run across our area.
- Provide cover and support to the other Head of Services as required.

## **Other Responsibilities:**

- Reviewing internal policies, procedures, and quality standards to ensure the efficient running of the organisation.
- Provide leadership to implement the strategic vision for identifying service needs and developing services.
- Represent the organisation in the development and management of external relations.
- Develop, in collaboration with the senior management team and staff, an organisation that is fit for purpose, more productive and delivers high quality services as efficiently as possible.

It will be key to embed a recovery-orientated approach to all aspects of the role and responsibilities. The Recovery approach includes empathy, warmth, acceptance, authenticity, compassion, and humanity.

## **The post holder will need to:**

- Ensure appropriate and satisfactory systems are in place for monitoring the organisation's performance against plans, budgets, and quality.
- Be responsible for ensuring all funding monitoring reports are accurate and submitted in a timely manner.
- Focus on the individual person not the diagnosis.
- Monitor outcomes and evaluate the service.
- Challenge stigma and provide a training role.
- Enable and support self-management, promote autonomy, and decrease the need for people to rely on statutory services.
- Contribute to MiMH's strategy, leading on effective business planning for services.
- Embed a learning culture where staff develop their full potential to deliver excellent services.
- Identify relevant fundraising opportunities and support the Chief Executive to prepare funding applications which support the long-term sustainability of existing and new services.
- Build and maintain strong relationships with commissioners and funders.

## PRINCIPAL RESPONSIBILITIES

### 1. General

- Responsibility for your own health and safety at work and for the health and safety of colleagues and visitors.
- To work in line with the aims and objectives of Mind in Mid Herts.
- To maintain up to date knowledge of legislation, national and local policies, and issues in relation to mental health.
- To ensure that all duties are carried out to the highest standard and in accordance with MiMH quality standards.
- Oversee the development, implementation and management of effective service governance, quality assurance and auditing systems, policies, and processes.
- At all times to carry out every aspect of your duties with due regard to MiMH's Information Governance and Data Protection, policies, and procedures.
- Promote MiMH's locally and nationally at workshops, conferences, and other forums.
- Always Act as an Ambassador for MiMH's at all levels.
- Work in a manner that facilitates equal opportunities and inclusion for all.
- Deputise for the Chief Executive in matters concerning services or other delegated projects.
- Undertake other duties as may be reasonable determined by the CEO.
- Maintain and improve competencies through continuous professional development.
- Ultimately responsible for the success of all projects and services.

## **2. Service, Staff and Resource Management**

- Recruitment and management of service staff and resources to achieve contract requirements, as well as quality and cost performance indicators.
- Line manages direct reports and ensure all staff receive regular support, supervision, performance management reviews, appraisals, training, and development in line with MiMH's policies and procedures.
- Liaise with Head of Services and Head of Training, Office Manager and CEO resolving performance issues among staff and volunteers engaged in delivering services.
- Development of workforce plans including competency frameworks to meet the operational requirements of the organisation.
- Manage project officers/coordinators to assess, plan, implement and evaluate individual user led support and recovery plans.
- To ensure high standard of documentation and communication regarding outcome decisions by planning monitoring and presenting cases.
- To work with the team to identify progression routes and provide a safe and supported exit for the people who use our services.
- To support project officers/coordinators to promote empowerment and choice and support individuals to identify their own achievable and realistic goals and agree objectives.
- Support all staff within a positive relationship, challenge negative self-talk using solution focussed techniques.
- Support out-reach projects where people can access community groups that enable them to participate in local community activities and maintain their independence.
- Plan, Facilitate and manage meetings.
- Act as a positive role model showing professional and caring attitudes and behaviour towards other team members, partners, people who use our services and carers.
- Work in a way that acknowledges the personal, social, cultural, and spiritual strengths and needs of the individual.
- To involve the people who use our services in every aspect of the service.

### **3. Project and Service Management and Development**

- Mobilisation, development and implementation of new, scaled up or pilot services.
- Ad hoc reports as requested by the CEO and funders.
- Analysis of performance leading to service changes and improvements to increase user and funder outcomes/level of satisfaction/perceived value of the service.

### **ADDITIONAL REQUIREMENTS**

- Ensuring that all responsibilities are met in accordance with procedures and the service user/funder requirements.
- Ensuring that each staff member abides by our Human Resources policies and procedures.
- Understanding the need for confidentiality when dealing with both internal and external information
- Understanding the importance of conforming to our service requirements and the people who use our service's needs.
- Flexibility to work outside or more than standard hours when necessary to achieve objectives required.
- No overtime will be paid for this post, but time off in lieu (TOIL) may be awarded and given if agreed in advance with the CEO, in line with the MiMH's policy on TOIL.
- You must be willing to take your annual leave at times, which fit with the requirements of the job.
- To be line managed by CEO and to work closely with the team but to manage own workload, prioritising tasks and working on own initiative.
- Sound knowledge of the services we offer and appreciation of the impact that poor service has on our customers and our reputation.
- Commitment to adhering to Health and Safety guidelines for safe working.
- Adherence to legislative requirements
- 3 months' notice period



## **SCOPE**

This role will have much autonomy requiring thought, strategic planning and will encompass the following elements:-

1. To plan service pathways, personal recovery, and reviews
2. To evaluate and monitor services.
3. To work in partnership with those who need support and those who support them.
4. To enable and support self-management, promote autonomy, and decrease the need for people to rely on statutory services.
5. Management of change plans including internal and external communications, HR, and related technical issues.
6. Attend meetings and training courses as required.
7. Attend regular review and annual performance management meetings with the CEO and trustees.

## **LOCATION**

Travel around the county in connection to other offices/services will be required.

## **BENEFITS**

- 25 days paid holiday per year, April 1st-March 31st
- Statutory bank and public holidays
- 2 additional days' leave – Birthday Leave and Wellbeing Day
- A contributory pension scheme
- Staff Training and Development
- Peer Support

## PERSON SPECIFICATION

Head of Services (Outreach)	Essential Criteria	Desirable Criteria
<b>Qualifications</b>		
A professional qualification or equivalent degree related to Project Management, Psychology, health and/or social care	*	
Clean driving licence and use of a car	*	
<b>Knowledge and Skills</b>		
Manage risk and recognise potential impact of decisions across all sections of the organisation	*	
Understanding of the challenges of working in the voluntary sector		*
Strategic and operational planning and implementing organisational change		*
Creative and flexible approach to working with individuals	*	
Knowledge of anxiety and depression and how it may present in primary care	*	
Ability to create and sustain an effective strategic approach to a multi-disciplinary team	*	
Able to deal with stressful and difficult situations in a calm manner	*	
Commitment to anti-discriminatory practice and equal opportunities and able to apply awareness of diversity issues to all areas of work	*	
Written communication skills at a level that can produce clear project and case reports; reports to funders; funding applications and contract tenders; papers for publication	*	
Ability to prioritise and manage workload	*	
IT literate	*	
<b>Experience</b>		
Significant management and leading services in the charity sector	*	
Experience of working with people with mental health needs	*	
Experience of working with a Trustee Board or Board of Directors		*
<b>Practical and Personal</b>		
Drive, energy and enthusiasm	*	
Ability to be flexible, 'hands on' and working outside contracted hours when required	*	



## **How to apply:**

To make an application, please send your CV and a covering letter outlining your suitability for the role, based on the job description and person specification, why you feel you are the best fit for this position regarding your experience and skill set and finally why you wish to join our organisation.

Please send your CV and covering letter to [recruitment@mindinmidherts.org.uk](mailto:recruitment@mindinmidherts.org.uk)

Deadline for applications: 5pm Friday 12 July 2024

Interviews are scheduled for: Monday 22 July 2024

 mind in Mid Herts

Charity number: 1101678