

## JOB DESCRIPTION



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| <b>Job title:</b>         | <b>Service Manager (Online Therapeutic Services)</b>   |
| <b>Grade:</b>             | Pay scale NJC Pts. 36 - 41: (£31,601 - £36,379) p.a. (pro rata)  |
| <b>Contract end date:</b> | Fixed term contract ending March 2019 (with potential extension, subject to funding)   |
| <b>Annual Leave:</b>      | 27 days per annum (pro rata)   |
| <b>Responsible to:</b>    | Head of Services   |
| <b>Location:</b>          | Working remotely, with agreed time spent at our office base in Central Manchester.   |
| <b>Hours of work:</b>     | 15 hours per week  |
| <b>Job Summary:</b>       | <p>42<sup>nd</sup> Street's vision is to deliver inclusive accessible mental health services to all young people. In 2018 we will be launching a pilot online therapeutic service across Salford. Our online service will mirror our face to face services but importantly, will reach young people who experience the greatest barriers in accessing mental health services. This is an exciting opportunity for an experienced practitioner and manager who is passionate about creating accessible online services for young people. You will work at an operational level, leading and managing a small team of multi-disciplinary online therapeutic staff supporting young people with their emotional wellbeing and mental health promoting choice and creativity. You will come into post ahead of the practitioner team, and work collaboratively with other service managers and the senior leadership team to develop appropriate policies and procedure to support safe and effective practice. You will play a key role in championing online services, both within 42<sup>nd</sup> Street and with a range of external partners across the Greater Manchester health and social care network.</p> <p>Reporting to the Head of Services and working in close liaison with the wider Management Team you will be responsible for ensuring that online services at 42<sup>nd</sup> Street are inclusive, effective and reflect high standards of practice through effective communication with staff, other agencies and service users. You will be responsible for the supervision, management and personal development of Mental Health Practitioners, ensuring they are equipped and supported in the delivery of high quality services. You will ensure that all your work expresses the needs and rights of young people as experts in their own lives, coupled with best practice and standards that improve effectiveness and efficiency.</p> <p>You will contribute to building a robust and compelling evidence base, working closely with external evaluators to assess the impact of our online service on the young people of Salford. This pilot combines both counselling, therapy and psycho-social models of therapeutic support and our research will extend the current national evidence base around online therapeutic support.</p> <p>You will work to improve the inclusiveness of the service and meet the aims and objectives set out in our Business Plan, ensuring that we are a responsive service to the changing needs of young people and the changing external environment that we are operating in.</p> |
| <b>Date:</b>              | 08/03/2018   |
| <b>Version:</b>           | Final  |
| <b>Author:</b>            | Tess Gregson   |

## KEY TASKS:

### 1.0 Specific to the post holder

- 1.1 To ensure that appropriate services to young people needing support with their mental health and emotional wellbeing are planned and delivered reflecting the aims, objectives, values and agreed policies and procedures of 42<sup>nd</sup> Street.
- 1.2 To be responsible for the management and leadership of the Online Therapeutic Service Team, supporting the team to manage caseloads, safeguarding and risk and to support a culture of learning, professional development ensuring that online therapeutic support is effectively integrated within the wider face to face services at 42<sup>nd</sup> Street.
- 1.3 To lead on and influence best and effective practice in delivering person-centred approaches online therapeutic support to young people.
- 1.4 To develop and foster strong partnerships locally, regionally and nationally across a variety of sectors including health, social care, youth work and arts and creativity.
- 1.5 To liaise with colleagues in the Management Team with regard to safeguarding of children, young people and vulnerable adults, including assessment of risk, Early Help interventions, identifying the level of intervention required, appropriate contact with external agencies and being accountable for appropriate monitoring and case management.
- 1.6 To ensure that monitoring and evaluation of services captures the impact and effectiveness of individuals and the wider service against targets set by the organisation, donors/funders and wider local and national standards. This will include understanding and implementation of a variety of Routine Outcome Measures as well as qualitative and bespoke measurements.
- 1.7 Alongside external evaluators, to work collaboratively and effectively with project staff, the wider 42<sup>nd</sup> Street team, and young people accessing the service to ensure a robust evaluation of the impact of online services.
- 1.8 To effectively engage young people in meaningful consultation around online services and assess the ongoing impact and satisfaction with both services accessed and the platform user experience. You will lead ongoing service developments which ensure that we continue to extend our reach to those experiencing the greatest barriers to mental health services.
- 1.9 To lead on and influence best and effective practice in delivering person-centred approaches to online group work, forums and workshops and individual therapeutic interventions, meeting local and national standards and demonstrating effectiveness and efficiency within limited resources.
- 1.10 To contribute to the development of a high quality workforce with the right skills who are collectively accountable and execute against our shared vision, mission and social objectives.
- 1.11 To support and monitor the work of staff through formal supervision and consultations in order to ensure effective practice and a strong sense of team work within the requirements of 42<sup>nd</sup> Street's policies and procedures, service level agreements and outcomes in relation to online therapeutic services.
- 1.12 To work in collaboration with the Head of Services and the Management Team to support the development and delivery of 42<sup>nd</sup> Street's Business Plan.

- 1.13 To ensure that you are up to date with research, developments and best practice in Mental Health policy and practice, with particular emphasis on online therapeutic mental health and wellbeing support, and use this knowledge to support and develop quality responsive services to young people.
- 1.14 To ensure that the personal and professional development of staff is promoted and managed effectively within the resources available to 42<sup>nd</sup> Street.
- 1.15 To ensure that the services and projects you have responsibility for have effective management information systems and information governance processes in place to proactively manage and monitor performance and risk.
- 1.16 To support your team and the wider organisation with effective change management that anticipates and responds to changing requirements of mental health and emotional wellbeing services against a backdrop of increased financial pressures and complex political backdrop.
- 1.17 To effectively communicate the purpose, function and impact of online therapeutic services to the staff within 42<sup>nd</sup> Street and with key external agencies and organisations, including donors/funders.
- 1.18 To devise Team/Project Plans and risk assessments, provide annual reports on activity of the team/projects, performance quality and areas for improvement with proposed action plans.
- 1.19 To develop and deliver training packages locally, regionally and nationally that promote good practice and increase awareness and understanding of the issues impacting on young people.

## **2.0 Shared with the Management Team:**

- 2.1 To contribute to the development and implementations of the Business Plan, Management Action Plans, Work Plans and ongoing monitoring, evaluation and continuous improvement.
- 2.2 To be aware of, advice, give direction and ensure compliance with legal requirements and internal policies within a changing financial and political arena.
- 2.3 To be involved in the recruitment of staff as appropriate.
- 2.4 To provide regular reports of your work and the work of the service when required.
- 2.5 To attend and facilitate internal and external meetings as required as well as training events, conferences, making presentations, other contributions and dissemination as necessary.
- 2.6 To contribute to the effective implementation of all 42<sup>nd</sup> Street's policies and procedures, particularly those relating to Information Governance, Equality & Diversity, Health & Safety, Confidentiality, Youth Protection and Vulnerable Adults.
- 2.7 To at all times undertake your role and responsibilities in a professional manner maintaining a high quality standard of work and to always work with the aims, objectives, values and ethos of 42<sup>nd</sup> Street.
- 2.8 To ensure that the building and equipment are maintained to a safe standard and those problems are reported appropriately and that security arrangements are maintained at all times.

2.9 To be involved in the management of 42<sup>nd</sup> Street's resources as appropriate.

### **3.0 Shared with all workers:**

- 3.1 Ensure that the values and principles underlying the organisation's mental health and emotional well-being support with young people are maintained and developed. These include an active commitment to anti-discriminatory practice and to ensuring that services are accessible to those young people who are often excluded from such services, for example, black young people, disabled young people, gay, lesbian, bisexual and trans young people.
- 3.2 Be aware of and ensure compliance with legal requirements and internal policies with particular reference to information governance, data protection, confidentiality, health and safety, and safeguarding children and vulnerable adults.
- 3.3 Ensure the maintenance of standards of practice according to 42<sup>nd</sup> Street and any regulating, professional and accrediting bodies (e.g. BPS, HSCIC, UKCP, BABCP).
- 3.4 Contribute to the development of 42<sup>nd</sup> Street through active involvement in team meetings, consultations and other relevant systems and structures.
- 3.5 Maintain all relevant information systems including monitoring, recording and personnel systems.
- 3.6 Be involved in staffing 42<sup>nd</sup> Street's Duty/Co-Worker system.
- 3.7 Participate in managerial and external supervision and have an active involvement in professional development opportunities at 42<sup>nd</sup> Street.
- 3.8 Maintain safe systems of work at all times and take care of your own safety, and that of colleagues and others who may be affected by your activities.
- 3.9 Undertake any other duties that may be required which are commensurate with your role.
- 3.10 Undertake any requests made by the Management Team at 42<sup>nd</sup> Street that is relevant to this post.
- 3.11 Provide some of your work at times other than office hours so that the service is accessible, depending on the operating times of partners and the needs of young people, this could mean evening and weekend work.

*The main responsibilities are not an exhaustive list of duties, only a general guide to the post. In consultation with the post-holder, the duties may change from time to time to reflect the changing needs of the service.*