

Post Specification

Date	June 23
Post Group Number	6097
Post Title	Service Manager Mental Health
Job Family	People Care and Development
Job Family Role Profile	PCD18
Final Grade	18

To be read in conjunction with the job family role profile

Service Area description

Operational management of adult Mental Health Social Work Teams, Urgent Care Team and mental health purchasing budgets to support people with mental health problems in the County.

Purpose of this post

To develop, implement and manage the Urgent Care Team, AMHPs and Team Managers (Mental Health) in the Community Mental Health Teams (CMHTs). The role also includes oversight of other social care staff within CMHTs, safeguarding, leading the programme for improvements in mental health services, implementing the customer journey and coordination and other prevention services to support the Council's objectives to ensure all those in need of urgent mental health assessments and services throughout Cumbria have access to assessment, advice, support and other services to meet their needs.

Key job specific accountabilities

1. To manage the overall delivery of Mental Health services in Cumbria within the partnership agreements between the council and Cumbria Partnership Foundation Trust.
2. To management of the purchasing budget and staffing budget for mental health services, ensuring that finances are maintained within budget and monitored regularly.
3. To deliver an effective 24 hour urgent care response service throughout Cumbria, ensuring compliance against the council's statutory and legal obligations under the Mental Health Act and the Care Act 2014.
4. To work in partnership with NHS Mental Health service managers to ensure effective integrated working for the benefit of service users.
5. To ensure professional supervision support and advice to AMHP's and Mental Health Practitioners working for the council ensuring high quality practice and outcomes for service users
6. To lead robust monitoring and performance management of mental health services and initiate improvements in delivery and practice where necessary
7. To support and manage media and political enquiries whilst delivering services which are complex and have potential risks for the council.
8. To lead and manage operational delivery of the Urgent Care Team and Mental Health Social Work Teams and directly line manage Team Managers.
9. To manage the performance of staff by ensuring team members receive regular and structured supervision and appraisal in accordance with the Departmental Supervision and Appraisal guidelines. To take responsibility for ensuring all HR policies and procedures are adhered to and

implement such as the management of sickness absence, including return to work interviews and addressing issues as appropriate, to encourage full attendance and improved productivity levels.

10. To recruit and select team members in line with Council Policy and procedure
11. To manage and monitor the operation of the Council's Health and safety and equality policy within services to maintain a safe working environment free from discrimination
12. To manage and monitor positive risk taking within the Council Health & safety policy and ensure appropriate action is taken to protect vulnerable adults and children
13. Take action to rectify complaints where justified and appropriate. Report any wider consideration to the Senior Manager/ Assistant Director
14. To undertake role of Investigation officer on behalf of Directorate for complaints and safeguarding where necessary
15. To represent Senior Manager / Assistant Director or the Authority with partners and stakeholders as required and ensure the provision of professional advice relating to prevention services and low income support services,

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> Manage budget of approximately £7 million
Staff Management Responsibilities	<ul style="list-style-type: none"> Mental Health Teams and Urgent Care Teams Approx.40 staff
Other	<ul style="list-style-type: none"> AMHP Professional Co-ordinator and AMHP development

Essential Criteria - Qualifications, knowledge, experience and expertise

- Relevant degree or equivalent Professional Qualification as an Approved Mental Health Practitioner
- Evidence of continuing professional development.
- Knowledge of statutory frameworks procedures and current legislation under the Care Act 2014 and Mental Health Act 2007, issues in Cumbria and nationally. Statutory responsibilities.
- Knowledge of third sector frameworks and environment.
- Substantial previous experience in a Management role including professional supervision of Approved Mental Health Practitioners and Registered Social Work Practitioners.
- Substantial experience of managing and mental health case load.
- Excellent practice experience in the delivery of mental health services, recovery and asset based approaches and strengths based practice
- Significant budget management experience with substantial experience in successfully managing budgets
- Proven track record of partnership/ Multi Agency working
- Managing/ leading teams
- Good communication skills
- IT Skills
- Team working and effective working relationships
- Good negotiation skills
- Ability to prioritise / meet deadlines
- Decision making in contentious and difficult cases
- Understanding of and respect for confidentiality
- A clear understanding of the financial, legal and political context of public sector management
- Presentation and report writing skills
- financial /numerical /budgets
- Programme management and project management skills
- Ability to work and deliver under pressure
- Must inspire confidence in others

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.

- The level of check required is:
 - DBS Enhanced – Adults

Job working circumstances

Emotional Demands

- Some exposure when dealing with complaints, media

Physical Demands

- Normal effort required

Working Conditions

- Office based but will be required to deal with hostile complaints from people at risk that may have expectations for financial payments

Other Factors

- Ability to cover county