



## **Operational Manager, Off Centre at Family Action**

**Based in City & Hackney**

**28 hours per week (part-time: 4 days, ideally Tuesday to Friday)**

**Grade 5 Point 39-46: £48,626 - £55,730 Inclusive of Inner London Weighting FTE**

**(£36,798.05 - £42,174.05 per annum)**

**Permanent Contract**

At Family Action, we transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation. We have been building stronger families since 1869 and today we work with more than 60,000 families in over 150 community-based services, as well as supporting thousands more through national programmes and grants.

### **The service**

Our Off Centre service provides a range of targeted mental health outcome focused support services to young people aged 16 to 25 who reside/are registered with a City and Hackney GP. These include: individual, counselling and psychotherapy, individual and group art psychotherapy, key-work support, out of hours drop in service on Thursday evenings, an LGBTQ+ facilitated support group and an Information and Advice provision. We were delighted to add an additional targeted provision for children and young people of African, Caribbean and mixed heritage (ACH) to improve their emotional health and wellbeing during the important transition years, alongside Hackney CVS and various community partners. The service receives funding from City & Hackney CCG now NEL CCG, primarily for its clinical support to young people aged 16-25 with moderate to severe mental health issues.

Family Action is a key partner locally in both CCG Governance structures for mental health providers – the CAMHS Alliance and Psychological Therapies Alliance, and through our work with 18-25 year olds specifically we are working with the local CCG to develop a Transitions Alliance to support this vital age and transition from childhood to adulthood with most up-to-date and best practice support.

### **The role**

This is a new role, with new investment. You will be part of a small senior management team, working together but having specific accountabilities to ensure the provision of sustainable, high quality and delivery of a safe service. You will drive forward the continuing development of our Off Centre services to enhance the mental health of children, young people and young adults in the local area. You will be expected to evidence positive outcomes including improvements to service user mental health and wellbeing. You will aim to meet objectives outlined in the NHSE Long-term plan, as well as locally derived objectives. You will lead on the day-to-day operational leadership and management of the service, implementing and embedding systems that maximize resources available, including a Triage system, and work collaboratively with internal and external stakeholders to ensure the portfolio of services delivered meet contractual requirements, statutory duties and Family Action's quality standards.

### **Your skills**

We want to recruit a 'can-do' and energetic leader who will build and sustain positive working relationships with the team, with key commissioners and future funders, while developing partnerships that will continue to evolve and effectively meet the needs of everyone the service supports.



Along with experience of managing services, managing change and implementing service development, you will have a dynamic and enthusiastic approach to leading services and experience of managing staff teams from a range of professional backgrounds. You will be a confident communicator, with a strong track record of developing and maintaining effective stakeholder and strategic relationships. You will have excellent analytic skills, able to interpret accurately a range of service data to identify and implement service development. Although this is not a clinical role, and therefore no formal clinical experience or qualifications is needed, you will need to have a keen understanding and knowledge of issues faced by young people experiencing mental health issues as well as issues that lead to young people experiencing mental health difficulties.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Family Action. We know that greater diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants and will reimburse your travel cost if you attend an interview.

### **What will we offer you?**

We'll offer you flexible working hours, a generous pension scheme and leave entitlements, eye care vouchers, a cycle to work scheme and other great benefits. We have an excellent wellbeing offer and we will invest in your professional development with on-going quality training and career development opportunities. You'll join an established, supportive and high-performing service and have the opportunity to thrive in an innovative organisation that values your opinion, encourages learning and has the needs of children and families at its core.

We are forward looking, ambitious and committed to continuous improvement. We are a **people focused, can-do** organisation, which strives for **excellence** in all we do and operates with **mutual respect**. If you share these values and behaviours and have the necessary skills then we look forward to hearing from you.

**For an application pack and further information please visit:**

[www.family-action.org.uk/get-involved/work-us/current-vacancies/](http://www.family-action.org.uk/get-involved/work-us/current-vacancies/)

**Please email completed applications to:** [completed.application17@family-action.org.uk](mailto:completed.application17@family-action.org.uk)

**Please note, dependent on the volume of suitable applications we reserve the right to change the closing date of this advertisement. We advise you to submit your applications, which outline how you meet the personal specification, at your earliest opportunity.**

**Closing date:** Monday 31<sup>st</sup> January 2022 at 10.00am  
**Interview date:** Friday 4<sup>th</sup> February 2022

Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service.