

Position: Service Manager

Service: Listening Lounge Community Based Adult Mental Health Service

Location: Bolton

Hours: 37 hours per week (full-time)

Salary: £35,415 FTE per annum, raising to £39,514 FTE per annum

Contract type: Permanent

About the service:

Working in partnership with Greater Manchester Mental Health Foundation Trust and MhIST (Mental Health Support Team), the Bolton Listening Lounge is a collaborative approach to providing mental health and wellbeing support from late afternoon into the evening. It provides a safe space for people who are experiencing mental distress or who feel that they are going through a personal crisis. Our service staff will offer low level calming interventions and one to one support to identify the cause of the emotional distress and to put in place a plan including signposting and referring on to other organisations and services.

About the role (for details check the Job Description & Person Specification):

We are looking for a Service Manager to provide innovative, compassionate and strong leadership to the Listening Lounge staff team to ensure the delivery of a safe, effective and appropriate service. You will have a strong track record in service delivery and a focus on quality, performance, safeguarding and management controls. With a client-facing approach you will be passionate about engaging our service users in all aspects of our work including co-production. We want to hire a 'can-do' and energetic leader who will build and sustain positive working relationships with key partners, commissioners and future funders, while developing partnerships that will continue to evolve and effectively meet the needs of everyone the service supports.

About You (for details check the Job Description & Person Specification):

- Management and leadership experience with in a Social Care or Health setting with evidence of positive outcomes
- Experience of professional supervision, line management and motivation of staff
- Experience of undertaking a safeguarding role and of assessing and managing safeguarding and other risk issues
- Experience of working collaboratively with a wide range of partners
- Ability to communicate appropriately and effectively with a wide range of individuals and groups
- Ability to identify good practice and areas for improvement and to communicate these widely

What will we offer you?

- Annual paid leave entitlement of 30 working days FTE plus bank holidays
- Up to 6% matched-pension contributions
- Enhanced paid sick leave
- Enhanced paid family leave provisions

- Flexible working arrangements. All new starters have the right to make flexible working requests from day one of employment. Contact details are below if you wish to discuss this prior to application.
- Eye care and winter flu jabs vouchers
- Cycle to work scheme
- Investing in your professional development with ongoing quality training and career development opportunities.

Our commitment to Equality, Diversity and Inclusion:

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process and you will be asked whether you require any adjustments if shortlisted for interview. We also make reasonable adjustments on the job, where required.

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.

Who we are

Family Action is a registered charity, building stronger families since 1869. Today we work with more than 60,000 families in over 200 community based services, as well as supporting thousands more through national programmes and grants. We transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation.

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**.

Next steps:

- **To apply:** fill out our [Digital Application Form](#)
- **To learn more about Family Action:** check out our [Recruitment Pack](#)
- **To learn more about Family Action's terms & conditions:** check out the [Summary Terms & Conditions of Employment](#)
- **To help us fulfill our commitment to encouraging diversity and promoting equal opportunities:** fill out our anonymous [Equality & Diversity Monitoring Information survey](#)

Closing date: 19th of July 2023, 11.00 am

Interview date: 27th and 28th of July 2023 (may be subject to change)

For direct queries with the hiring manager or you would like to discuss any aspect of the selection process, please email: allison.hicks@family-action.org.uk

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

ID: 859