

**Job Title:** BAND Listening Lounge Service Manager

**Location:** Bolton

**Hours:** 37 hours (full-time) and will include late and weekend working

**Grade:** Family Action Grade 4 Point 29-33

**Service:** BAND Listening Lounge

**Reports to:** Operational Manager North West

**Summary of role:**

To make a difference to the lives of people accessing the Living Lounge by:

- working within the Listening Lounge to provide leadership and management to the staff team to ensure the delivery of a safe, effective and appropriate service to adults living within the Borough of Bolton
- ensuring that the service is integrated, comprehensive and makes a difference to people using it, with clear focus on improving mental and emotional health and wellbeing and social outcomes meaning that people will be healthier, safer, happier, more resilient, more independent and better able to enjoy life opportunities.
- Facilitating opportunities for staff, volunteers and people who use the service to contribute to the ongoing development of the Listening Lounge by sharing learning, listening and sharing and responding to feedback and by using the feedback from this to create and implement a continuous development plan
- Promoting a one team approach
- Working collaboratively with partners, external agencies and organisations, people who access our services, volunteers and the wider community and the local authority staff to secure the highest quality of provision for the people of Bolton
- working with the Operational Manager, Family Action business development unit and local partners to identify and pursue new growth and development opportunities locally

**Main duties and responsibilities:**

1. Leading the Listening Lounge Team in the delivery of safe, effective and appropriate service, ensuring compliance with our funders requirements
2. Lead on the implementation of Safeguarding standards and practice in line with organisational policy and process
3. Ensure the delivery of evidence-based programmes are focused and targeted appropriately

4. Ensure the provision of services responds to changing needs of individuals and target groups through continuous analysis and intelligent use of data to accurately inform the development of provision in the area
5. To provide direct line management to identified staff and to ensure management oversight of the team as a whole
6. Working with the team to develop a localised volunteer strategy and pathway as a feature of service delivery
7. To lead on the production of monitoring reports, including quarterly performance reports to funders and compliance with internal reporting requirements
8. Together with the Operational Manager, to prepare, monitor and manage annual budgets ensuring the most effective use of resources

### **Quality and Practice**

1. To ensure that all recording, including case recording and safeguarding practice is accurate and complies with Family Action's standards
2. Ensure effective systems for monitoring the impact of the service through involvement and consultation with partners and users
3. Identify, plan for and implement change and improvements to the service as required
4. Ensure the performance and contributions of the team are used to maximum effect in the delivery of key objectives and improving outcomes.
5. Ensure the implementation of Family Actions' Equality and Diversity Policy and Ethical Policy in all aspects of your work and to positively promote the principles of these policies amongst colleagues, service user and other members of the community
6. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

### **Partnerships and participation**

1. To ensure that the service embeds and prioritises Family Action's commitment to co-production approaches in the development and delivery of our service
2. To work collaboratively with partners involved in the delivery of the service
3. To work collaboratively with local stakeholders to raise the profile of the service and to encourage joint working in order to strengthen service delivery and community resilience
4. Develop and maintain appropriate relationships with colleagues in Head Office, including Finance, HR, Facilities, Volunteering, Business Development and Fundraising

5. Work across organisational boundaries and in partnership with the Business Development and Fundraising Teams to secure additional funding

### People and learning

1. In liaison with HR, to carry out recruitment, selection, induction, reflective supervision, appraisal, development and when necessary, the discipline of staff
2. Ensure that all staff (paid and volunteers) have access to reflective supervision
3. To promote and support learning and professional development, ensuring a suitably qualified, trained and experienced staff team at all times
4. To chair and lead regular team meetings in order to maintain good communication within the service and to provide a forum to share concerns, experience and skills
5. To lead on the recruitment, induction, supervision and ongoing support of the volunteer team

### Values

1. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a. Being **people** focused
  - b. Reflecting a '**can do**' approach
  - c. Striving for **excellence** in everything we do
  - d. Having **mutual respect** for everyone we work with, work for and support through our services

## Person Specification BAND Service Manager

### MINIMUM QUALIFICATIONS

1. Level 5 Diploma (or equivalent) and/or advanced level professional qualification and/or extensive experience of managing teams within the Mental Health Sector

### EXPERIENCE

1. Management and Leadership experience within a Social Care or Health Care setting (VCSE or statutory) including the ability to manage and lead a diverse team of staff and volunteers.
2. Experience of professional supervision, line management and project management
3. Experience of undertaking a safeguarding role and of assessing and managing safeguarding and other risk issues
4. Experience of working in services that deliver and can evidence positive outcomes for adults with lived experience of a mental health condition
5. Experience of working jointly at a strategic level with key partners in the statutory, private and voluntary sectors
6. Experience of budget and resource management

### SKILLS AND ABILITIES

1. **Communication Skills:** Ability to communicate equally, appropriately and effectively with the widest range of individuals and groups across all sectors and levels of society. Ability to motivate others through building effective relationships and gaining their trust and full support for achieving outcomes
2. **People management:** Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a Family Action team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery in line with identified aims and objectives
3. **Planning and Organising:** Visualise a sequence of actions needed to achieve a specific goal and knowledge to estimate the resources required. Excellent judgement skills under competing priorities and pressure. Ability to identify, assess and manage risks to the success of projects.
4. **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
5. **Strategic Thinking:** Identify good practice and areas for improvement and communicate these to colleagues and key partners. Contribute to the development, implementation and evaluation of strategy to shape future plans including commissioning plans. Thinks and acts cross-functionally and cross-organisationally, beyond own professional areas of specialism, perceiving the wider

picture and the implications of short-term decisions for the achievement of long-term strategic goals

6. **Commercial Skills:** Demonstrates business intelligence and identify commercially viable opportunities. Ability to monitor and maintain expenditure, ensuring that financial targets are met, and being accountable. Work with Fundraising team to plan activities and opportunities to bring additional income.
7. **Analytical Skills:** Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made.

## VALUES

1. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a. Being **people** focused
  - b. Reflecting a '**can do**' approach
  - c. Striving for **excellence** in everything we do
  - d. Having **mutual respect** for everyone we work with, work for and support through our services
2. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults. Experience in carrying whole service QA Audits and act as a Safeguarding Lead for the service
3. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community
4. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
5. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.