

## Woking Mind - Job Description

**Job Title:** Services Delivery and Development Director

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**Purpose:** To manage current operational services and develop new services

**Reports to:** Chief Executive Officer

**Key Relationships:** Senior Leadership Team, staff at Woking Mind, National Mind, key external stakeholders across Surrey

**Location:** Headquarters in Woking and some home working

**Hours:** 37.5hrs

**Salary Range:** TBC

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### Overall purpose of job

The primary role of Woking Mind is to make sure that no adult in Woking and the surrounding areas has to suffer from a mental illness alone. We are now going through a transformational phase of growth development hence you will join a rapidly expanding and exciting environment.

Reporting into the CEO, this is a key position in delivering the strategic aims of Woking Mind. You will be experienced in managing staff and delivering high quality services.

The role will require a proactive individual who can multi-task and is used to a busy and varied environment. Attention to detail and strong organisational skills are essential, as is experience in a similar role.

As a growing business, you will be given on the job training and on-going mentoring in a close knit, supportive environment. The candidate will work closely alongside the CEO, Senior Leadership Team and the Operational Team

## **Main Responsibilities**

1. Be an active member of the Senior Leadership Team by:
  - Ensuring services support the delivery of the strategic plan
  - Regularly reporting on operational issues and service outcomes
  - Identifying areas for growth and/or improvement
  - Leading or supporting the development of bids and project plans
  - Supporting the CEO in reporting to Trustees and external bodies
2. Management and Supervision of the Operational Team including but not limited to:
  - Appraisals
  - Performance reviews
  - Managing attendance
  - Authorising payroll including expenses
  - Undertaking training needs analysis training in line with needs identified as part of strategic planning and as a result of appraisals
  - Delivering and/or commissioning appropriate training
  - Ensuring staff have access to clinical supervision
3. Provide excellent and safe customer service at all times by:
  - Setting standards
  - Developing protocols that help staff manage risk
  - Monitoring and evaluating the delivery of services
  - Responding to compliments and complaints
4. Manage budgets:
  - Ensure Operational Services are delivered within budget
  - Report to SLT on budgetary position
  - budget preparation and monitoring for grants
5. Develop and review appropriate policies and protocols including but not limited to:
  - Risk management
  - Clinical supervision
  - Appraisal
  - Lone working
  - Complaints/compliments
6. Assess and review the current services and identify what may be offered across Surrey in the future and develop proposals
7. Identify opportunities to work with partners across Surrey to identify areas for collaboration, sharing of best practice and utilising resources for maximum benefit

## **General**

1. Work within Woking Mind policies and procedures
2. All employees have a duty and responsibility for their own health and safety and the health and safety of colleagues, service users, supporters and the general public
3. All employees have a responsibility to prevent abuse and neglect and report concerns
4. This list is non exhaustive and other duties may be required to be undertaken to meet the needs of Woking Mind

## Woking Mind - Person Specification

**Job Title:** Services Delivery and Development Director

**Location:** Head Office, Woking or remote working

Requirement	Essential or Desirable
<b>Qualifications / Education / Training:</b>	
Qualified to a level 3 standard or higher, professional qualification or equivalent or relevant experience	Essential
<b>Experience</b>	
Team management	Essential
Managing risk in a Mental Health setting	Essential
Mental health clinical experience	Desirable
Experience of Managing budgets	Essential
Working in the third sector	Desirable
Delivering/commissioning training	Desirable
Reviewing services	Desirable
Developing new services	Desirable
<b>Knowledge/Skills/Competencies</b>	
The ability to line manage team members	Essential
Understanding of mental health and risk	Essential
Ability to set standards for delivery of services	Essential
Knowledge of evaluation tools in Mental Health services	Desirable
Use of data to monitor services	Desirable
Writing project proposals	Desirable
High degree of professional organisation and time management; ability to multitask	Essential
The ability to adapt to changing business needs	Essential
Excellent administration skills	Essential
An enthusiastic team player	Essential

Requirement	Essential or Desirable
Experienced user of MS Office	Essential
Excellent interpersonal and written and verbal communication skills	Essential
The ability to engage with people from different backgrounds, including empathy with people with a mental health condition	Essential
Ability to work independently but ask for support when needed	Essential
<b>Other:</b>	
Access to the use of a vehicle	Desirable
Commitment to Woking Mind's values	Essential
Commitment to Woking Mind's Equal Opportunities and Diversity policies.	Essential
Willingness to undertake any training relevant to the role	Essential
Willingness to undergo an Enhanced/Enhanced & Barred DBS check where relevant	Essential

**Date job originated: October 2021**

**Reviewing manager: Tony Bennett**