

# Be Heard Team Manager

## Job description

<b>Responsible to</b>	Teesside Mind Service Manager
<b>Type of contract</b>	Fixed term for 12 months, with potential to extend
<b>Hours</b>	20 hours per week, worked flexibly according to service needs. Will include 2 x weekday evening drop-in sessions from 3.30-7.30pm
<b>Location</b>	Working across Teesside, including drop-in locations in the boroughs of Redcar & Cleveland and Stockton. Office location in Middlesbrough
<b>Salary</b>	£29,292 per annum, pro rata for part time
<b>Holidays</b>	Starting at 26 days per annum plus public holidays (pro rata for part-time)
<b>Disclosure</b>	This position is subject to a 26-week probationary period, satisfactory references, Mind's policies on Safeguarding of Children, Young People and Vulnerable Adults and enhanced DBS checks and subsequent re-checks.

## About this role

Teesside Mind is committed to providing services that meet the needs of our community. A key objective for our organisation is to provide additional support to young people in Teesside who are experiencing mental health difficulties. Following six months of research and co-design with local young people, we are piloting a drop-in service that will be open to young people aged 11 – 16 years old.

The successful candidate will manage the 12-month pilot of the new drop-in service including managing the drop-in, supporting staff and volunteers, facilitating group activities and engaging with young people to support the ongoing development of the service.

## What you'll do

As Be Heard Drop-In Team Manager, you will be primarily responsible for managing the day-to-day provision of a new service that is available to young people experiencing mental health difficulties.

You will work with a dedicated team of staff and volunteers ensuring they have the skills, resources, and information needed to carry out their roles. You will ensure the safety of

everyone who attends the drop-in service, including young people, staff, and volunteers. You will communicate with other internal teams within Teesside Mind and external stakeholders updating them on service development.

## Key Responsibilities

1. Overseeing the day-to-day running of the service, coordinating staff, ensuring service delivery is efficient, effective and delivered in line with the budget.
2. Providing effective line management support and performance management to a team of skilled Mental Health Youth Workers and Volunteers.
3. Managing the referral system and pathway for the service, including triaging, assessing suitability, and signposting referrals in line with the young person's needs and communicating with parents/carers/guardians.
4. Supporting the team to deliver a drop-in that is welcoming, safe, and responsive to the needs of the young people attending by sharing examples of good practice and sourcing useful resources to support service delivery.
5. Delivering and overseeing activities that are fun and creative to support the mental health and wellbeing of the young people attending.
6. Collecting service data, including information about needs, activity data and outcome information to identify areas for improvement and good practice and ensure progress against the agreed framework. Producing regular insight and progress reports that demonstrates the impact of Be Heard.
7. Contribute to the pilot's evaluation and present any outcomes and learning to relevant partnerships and Teesside Mind's Board.
8. Support the development of funding applications to sustain and expand the model across Teesside.
9. Facilitate the provision of regular peer support including opportunities for staff and volunteers to reflect and share learning as well as to discuss any upcoming/ongoing issues and how to deal with those promptly, consistently, and appropriately.
10. Taking responsibility for safeguarding within the drop-in, following Teesside Mind's policies and processes, and providing advice and guidance to the staff and volunteer team as needed.
11. Delivering staff and volunteer training to support the effective delivery of the service and meet identified needs of the young people.
12. Liaising and building partnerships with external stakeholders including health, community and youth providers.
13. Taking responsibility for own health and safety and all health and safety issues related to the role and contribute to Health and Safety systems.
14. Undertaking administrative duties as needed.
15. Always working within the policies and procedures of Teesside Mind.
16. Undertaking other tasks commensurate with the position as required.

## Person specification

### Requirements – all are essential

#### Experience

- Educated to NVQ Level 3 or above, or equivalent in youth & community work
- Planning, co-ordinating and delivering services to young people
- Working effectively within timescales
- Close partnership working with other organisations / services
- Working with / supporting young people, including delivering engaging activities
- Safeguarding young people
- Delivering effective line management and performance management supervision
- Ability to have difficult conversations with young people and parents/carers, having the knowledge to signpost individuals timely and efficiently

#### Skills & Competencies

- Communication, including complex or sensitive information
- Working with a diverse range of people including young people
- Sensitivity, understanding and ability to build trust
- Curiosity, creative thinking, problem solving and generating ideas
- Group work and facilitating activities
- Thoroughness and attention to detail
- Caring, compassionate, resilient, and person-centred approach
- Ability to organise work, work with minimum supervision, use own initiative, prioritise, make appropriate decisions and meet timescales
- Up-to-date IT skills including using data systems
- Safety and wellbeing planning

#### Knowledge

- Needs of young people regarding mental health difficulties and support
- Barriers and inequalities faced by young people with mental health problems
- Organisations and groups supporting young people in Teesside
- Safeguarding policies and processes

#### Other requirements

- Able to work flexibly including drop-in service delivery hours (evenings and possibly weekends)
- Commitment to Teesside Mind's values and objectives
- Car driver and use of own transport for work purposes
- Ability to use supervision and personal development positively and effectively
- Asset-based values, promoting independence and sense of personal control