

Purpose:

To lead the development and facilitation of digital delivery across Solent Mind's services. To ensure high quality and standards, workforce development and digital inclusion.

Solent Mind is Hampshire's largest third sector provider of mental health services. Our current portfolio includes advocacy, wellbeing services, employment support, psychological therapies, dementia services, horticultural therapy, the Solent Recovery College, children and young people's projects, crisis services and peer support. We work in a range of settings: home, community, and in acute and secure hospitals. We work alongside not only health and social care partners but education, housing, training, and criminal justice agencies. We work with people with complex needs and severe and enduring mental health issues, and with those who have mild to moderate anxiety and depression.

Most of our work is commissioned by NHS or Local Authority funders. We are increasingly looking to diversify our income streams, and with it the breadth of mental health services we offer, including digital delivery methods to allow us to reach more people that need our help.

As Digital Services Lead, you will take an organisation-wide lead on the ongoing development and implementation of the digital delivery of our range of services and support. This will include ensuring consistently high standards of online and remote service delivery, leading digital innovation and inclusion and supporting staff to engage service users through remote methods.

The Digital Services Lead must have a strong understanding of mental health services and needs, excellent communication and digital skills and a commitment to inclusion.

Reports To:	Assistant Director Of Services
Direct Reports:	None
Key Relationships:	Programme Leads, Service managers, team/project leads, Head of Information Systems and IT Team, Business Development team, Communications Team, Service Users
Location:	Solent Mind Wide (working across the organisation) (currently home working due to Covid-19)
Contract:	Fixed Term Until 31 Mar 2023
Hours:	37 Hours Per Week (to include some evenings/weekends/bank holidays)
Salary Range:	£28,095 to £30,259 Per Annum (SM PP 33-36)

Main Responsibilities

Service Development

- To take an organisation-wide lead on the development of digital delivery across Solent Mind services.
- Ensuring that clients receive a consistently positive customer experience through the facilitation of high quality delivery and modern production standards.
- Working with the business development team to identify income streams to diversify and expand Solent Mind's digital programme.
- Support other developments in line with Solent Mind's delivery plan, including the implementation of a new access route to our services which will incorporate digital elements.
- To work with service users to identify needs and co-produce plans to meet them.

Organisation-Wide Delivery

- Co-ordination and facilitation of delivery by relevant service teams of Solent Mind's digital wellbeing curriculum, including;
 - Wellbeing service groups and courses
 - italk groups and workshops
 - Solent Recovery College courses
 - Workplace wellbeing training
 - Continued development and extension of the Solent Mind App
 - online peer support
 - access to external programmes such as TogetherAll
- Lead collaborative working in the development of our digital services to ensure organisation-wide quality and consistency, service user engagement and to explore new areas for digital service development which identify and address unmet needs.
- To take a lead on longer term digital service planning and strategy.

Workforce Development

- To design, develop and facilitate the implementation of a programme to upskill staff across Solent Mind's services in digital delivery.
- To work closely with the Head of Information Systems, IT team and Programme Leads to optimise staff use of our CRM system, to ensure effective monitoring of engagement and impact, and build a strong evidence base for investment/income generation.
- To model a proactive and user-led approach to digital development to staff across the organisation.
- To design and deliver training to meet service development needs.

Communications & Business Development

- To work with the communications team to support the ongoing development of Solent Mind's digital communications, including the website.
- To work with the Assistant Director Of Services, Programme Leads, the Service User Co-Ordinator and the communications team to improve and diversify our engagement with service users and other stakeholders through digital innovation.
- To lead ongoing digital app development.
- To work with the Assistant Director Of Services and Director of Business Development to identify and build strong cases for investment and income in our digital services.

- To work with the Corporate Partnerships Officer to develop opportunities for partnerships and sponsorship from external organisations in digital services programmes.
- To be responsible for the general management of the programme portfolio, ensuring that enquiries and correspondence are dealt with promptly and effectively.
- To investigate concerns and complaints about services, according to the Solent Mind Complaints Procedure.

Internal Liaison

- To lead and Chair a Digital Working Group made up of representatives from across the organisation.
- To identify service needs and work with programme leads, managers and service users to identify opportunities for digital development.
- To lead an internal audit of digital services work streams.
- To share and disseminate knowledge and expertise on digital services developments across the organisation.
- To work with the Head of Information Systems and IT Team to ensure that digital services needs and future plans are reflected in the development of organisational IT strategy and infrastructure, and to ensure advice and input is received on technical issues.

External Liaison

- To attend external meetings with partner organisations, including NHS Trusts and other charities, in relation to digital service delivery.
- To liaise with external providers and suppliers on provision of our digital services, eg the app and website.
- To develop appropriate networks to manage relationships positively with a wide range of stakeholders.

General

- To uphold the aims and values of Solent Mind.
- To contribute to the ongoing development of the service and to best practice.
- To work within Solent Mind policies and procedures and to complete all necessary training.
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both mental health and Primary Care Services.
- All employees have a duty and responsibility for their own health and safety and the health and safety of colleagues, patients and the general public.
- All employees have a responsibility to prevent abuse and neglect and report concerns.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with current Data Protection legislation and Security and Confidentiality Policies.
- Undertake not to abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

This list is non exhaustive and other duties may be required to be undertaken to meet the needs of Solent Mind

Requirement	Essential Or Desirable
<p>Qualifications/Education/Training:</p> <p>Qualified to level 3 standard or equivalent in experience.</p> <p>Relevant qualification/training in digital delivery or equivalent experience, including use of digital platforms such as Zoom, Teams and webchat.</p>	<p>Essential</p> <p>Essential</p>
<p>Experience:</p> <p>Experience of developing new digital services.</p> <p>Experience of digital service delivery.</p> <p>Experience of co-production.</p> <p>Experience of working in a mental health setting.</p> <p>Experience of stakeholder engagement and influence.</p> <p>Experience in workforce development and upskilling.</p> <p>Experience of managing change.</p> <p>Experience of developing & implementing strategy.</p> <p>Lived experience of mental health issues.</p> <p>Experience of designing and delivering training.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p>
<p>Knowledge/Skills/Competencies:</p> <p>Excellent digital skills.</p> <p>Strong verbal and written communication and presentation skills.</p> <p>Ability to develop and facilitate digital approaches to service delivery to meet changing needs.</p> <p>Excellent IT and numeracy skills.</p> <p>Strong awareness of how digital opportunities can enhance service delivery, and the ability to implement them.</p> <p>Understanding of digital inclusion, including the barriers faced by people with mental health issues and those in minority communities.</p> <p>Understanding of wider equality, diversity and inclusion issues.</p> <p>Positive attitudes towards people with mental health issues.</p> <p>Understanding of excellence in mental health service delivery.</p> <p>Understanding of the role of digital in wider service delivery and commissioning requirements.</p> <p>Understanding of confidentiality and professional boundaries.</p> <p>Understanding of multi-agency working.</p>	<p>Essential</p>

Requirement	Essential Or Desirable
Understanding of business development, and the ability to develop innovative digital plans to secure and diversify income streams.	Essential
Understanding of the dynamics of teams and team-working.	Essential
Able to engage, enthuse and motivate colleagues.	Essential
Personal/professional credibility to manage diverse relationships.	Essential
Determination and skills to drive change.	Essential
High degree of personal organisation.	Essential
Ability to self-reflect and learn from experience and specific situations.	Essential
Ability to think strategically.	Essential
Other:	
Commitment to Solent Mind's values - Open, Together, Responsive, Independent, Unstoppable.	Essential
Commitment to working in collaboration and being a team player.	Essential
Commitment to Solent Mind's Equal Opportunities and Diversity policies.	Essential
Willingness to undergo a relevant DBS check if required.	Essential
Flexibility with working hours, to include working occasional evenings, weekends and bank holidays when required.	Essential
Ability and willingness to travel across the Solent Mind geographical area.	Essential

Date job originated: January 2021
Date job reviewed:
Reviewing Manager: Clare Grant



DBS NOTE TO APPLICANTS

Disclosure & Barring Service And Recruitment Of New Staff

Solent Mind has registered with the Disclosure & Barring Service (DBS), previously known as CRB, in order to make safe, well informed recruitment decisions. We are ensuring that all our relevant policies meet legal and best practice requirements.

We have assessed the post of:-

DIGITAL SERVICES LEAD

As requiring an:-

Enhanced & Barred level of disclosure.

All convictions, including convictions which would otherwise be "spent" under the Rehabilitation of Offenders Act 1974, must be disclosed for the purposes of this job application.

Solent Mind will determine the relevance of any convictions to the post applied for in line with guidance from the DBS.

Any applicant who is offered employment will be subject to a DBS check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions. Applicants will have the opportunity to discuss any disclosure information before a final decision is made as part of the post interview process.