



Solent Mind - Job Description

Job Title: Service Manager (Remind) - Job Share

Purpose:

Portsmouth Integrated Commissioning Unit has commissioned Solent Mind (Lead Provider) together with Rowans Hospice to deliver a service to meet the needs of people with dementia and their carers in Portsmouth. The service will support people from diagnosis to end of life.

The Service Manager will be employed to oversee the delivery of the Service. The Service Manager will provide organisational leadership for the whole team with consistent focus on the outcomes to be achieved for both people with dementia and their carers and also development of Portsmouth as a Dementia Friendly Community (DFC). The Service 'Dementia Support Co-Ordination Team' will work as one joined-up team, directed clinically by the Dementia Clinical Nurse Specialist and managed by the Service Manager.

Reports To: Head of Service (Portsmouth Advocacy & PSR)

Direct Reports: Intensive Engagement Support Workers, Liaison Workers, CST Facilitator/Activity Co-Ordinator, Portsmouth Dementia Friendly Communities Co-Ordinator, Service Volunteers.

Key Relationships: To work closely and liaise regularly with Co-Manager in job share role (weekly meeting minimum).

Solent Mind Head of Service, Intensive Engagement Support Workers, Liaison Worker, Dementia Clinical Nurse Specialist, Associate Nurse, Clients, NHS staff, Adult Social Care, Partner agencies.

Location: Portsmouth

Hours: 21 Hours Per Week

Salary Range: £27,817 to £29,959 Pro Rata Per Annum (Band E: SM PP 33-36)

Main Responsibilities

- Leadership of the Provider Partnership Team (Solent Mind & Rowans Hospice).
- Line Management of Dementia Support Co-Ordination Team.
- Lead Provider (Solent Mind) point of contact for commissioner/contract meeting requirements.
- Responsible for the service data system including data input.
- Responsible for the collection, analysis and provision of data reports.
- Provide support to the DCNS at multi-disciplinary team (MDT) meetings ensuring that people with dementia (PWD) and Carer Support Plans are appropriately updated.
- Establish relationships with wider stakeholders as required.
- Lead the development of the Portsmouth Dementia Friendly Community (DFC) ensuring the agreed plan is delivered to 1) Continue the development of the Dementia Action Alliance through ongoing engagement with all partners and arranging regular meetings and facilitating the Alliance so that agreed actions are recorded and monitored, and 2) Achieve national accreditation for Portsmouth as a DFC.
- The Service Manager will co-ordinate the planned approach to recruiting a Dementia Friendly Community (DFC) Co-ordinator working with the University of Portsmouth to identify additional funding to create a one-year fixed term placement.
- Support the Co-Ordinator to develop a sustainable exit strategy so that Portsmouth maintains its DFC status.
- The Service Manager will co-ordinate the recruitment of volunteers to support initiatives such as dementia friendly high streets', and delivery of awareness raising sessions with agencies across the City.
- Be responsible for the performance management of the service, including the sub-contracted elements of the service. As all three provider organisations will have access to the CRM system, the responsibility of the Service Manager will be to ensure that the data is accurately input in a timely manner. This will ensure that monthly reports are readily available, and that quality standards are adhered to particularly with regard to care provision, safeguarding, etc.
- To support colleagues to identify and make links with relevant voluntary sector services by arranging meetings to share tools and local knowledge.
- To support the design and deliver any relevant mental health awareness training if required to external partner agencies and wider community provisions.
- To ensure effective communication tools are in place to use with clients, staff and other Solent Mind functions.

Administration/Office Systems

- To be responsible for Administration and Office systems and to identify and take appropriate action when new systems are required.
- To audit in line with Solent Mind's CRM Standards, the collection and input of client data, to ensure that the service is being delivered in line with contracted terms.

Education And Training

- To conduct own research and keep up to date with regards to older persons mental health research and current findings.
- To maintain a working knowledge of the Older Peoples Agenda, National Dementia Strategy, Reablement approaches and Care pathway updates.
- To attend training sessions and staff development sessions as identified by the Head Of Service.

Policies And Procedures

- The post holder will be expected to work within Solent Mind policies and procedures at all times, including the Equal Opportunities and Health and Safety policies.
- To contribute to the development of Solent Mind policies and procedures
- Any other duties within the scope of the post as may reasonably be required.

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
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health
- All employees have a duty and responsibility for their own health and safety and the health of 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

Solent Mind - Person Specification

Job Title: Service Manager (Remind) - Job Share
Location: Portsmouth

Requirement	Essential or Desirable
<p>Qualifications/Education/Training:</p> <p>Educated to Higher Education standard, or equivalent, in related subject, Mental Health, Dementia, Health & Social Care.</p> <p>Professional qualification and/or practical experience in Service Management within relevant working environment.</p>	<p>Essential</p> <p>Essential</p>
<p>Experience:</p> <p>Experience of working in a health/social care field, particularly supporting vulnerable people.</p> <p>Experience of data analysis using client data management systems and reporting functions.</p> <p>Project/service management experience.</p> <p>Line management experience including HR experience to manage staff performance, sickness absence, etc.</p> <p>Partnership experience gained through working with other agencies.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Knowledge/Skills/Competencies:</p> <p>Knowledge of the issues surrounding older people with mental health problems and the effect these can have on their day to day lives.</p> <p>Knowledge of older person's services and mental health related issues or willing to do personal research in this area and/or training.</p> <p>Knowledge of Personalisation and Person Centred Approach within the service or a willingness to learn this area through personal research and/or training.</p> <p>Sound working knowledge of IT applications including Word, Outlook, and relevant databases.</p> <p>Communication skills eg: ability to build rapport with people, to communicate clearly with clients, staff, professionals and key stakeholders.</p> <p>Ability to overcome communication barriers and knowledge of specific tools required to do so.</p> <p>Ability to organise own work and manage time effectively including prioritising tasks.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Other:</p> <p>Strong commitment to collaborative / partnership working.</p> <p>Ability to work both independently and collaboratively.</p>	<p>Essential</p> <p>Essential</p>

Requirement	Essential or Desirable		
Commitment to Mind's value base which are: (a) Open (b) Together (c) Responsive (d) Independent (e) Unstoppable Commitment to Solent Mind's Equal Opportunities and Diversity policies. Willingness to undergo a relevant DBS check if required. Access to own transport. Ability to work flexibly (time availability) to meet the needs of the service.	Essential Essential Essential Essential Essential		
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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:-

SERVICE MANAGER (REMIND)

As requiring an:-

Enhanced 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.