

## JOB DESCRIPTION

<b>Job Title:</b>	Community Wellbeing Team Manager
<b>Salary:</b>	£33,280 - £37,440 per annum depending on qualifications and experience
<b>Hours of work:</b>	Full time - 35 hours per week, Monday to Friday, 9.30am to 5.30pm (with one hour for lunch which is unpaid) Occasional evening work required (with a corresponding later start time or possibility to claim time off in lieu)
<b>Location:</b>	Phoenix Youth Centre, Tadworth
<b>Responsible to:</b>	Emotional Wellbeing and Mental Health Manager
<b>Responsible for:</b>	Wellbeing Coordinators and Senior Wellbeing Coordinators x 6 Office Administrator (Phoenix Youth Centre) x 1
<b>Background to role:</b>	YMCA East Surrey's Emotional Wellbeing and Mental Health (EWMH) Services provide one-to-one and group-based support for children and young people experiencing emotional wellbeing challenges. Our services are delivered in schools and in community settings across East Surrey. We work in partnership with other charities and our local NHS trust, and our funding is principally from Mindworks Surrey – the county-wide mental health service commissioned by NHS and Surrey County Council commissioners.
<b>Job Purpose:</b>	To lead, co-ordinate, manage and expand our Community Wellbeing Team services for children and families and to ensure the smooth running of these services. To jointly oversee the delivery of services from the Phoenix Youth Centre by YMCA East Surrey and by other partner organisations.
<b>Main Responsibilities:</b>	<p><u>Service Management &amp; Development</u></p> <ul style="list-style-type: none"> <li>To develop, oversee and expand existing service provision to meet the requirements of the EWMH services contract with Surrey Wellbeing Partnership. Services will be designed around the iThrive framework to deliver information, advice and early intervention for children, young people and families. They will build on existing YMCA East Surrey services.</li> <li>To work with the EWMH Manager to develop and implement a business plan across community services.</li> <li>To manage a team of practitioners and an office administrator, including carrying out regular one-to-ones, annual appraisals, setting objectives and development and training.</li> <li>To be the first point of operational contact for the Community Wellbeing Team, including supporting practitioners with risk management and reporting.</li> <li>To work collaboratively and effectively with partners across the Surrey Wellbeing Partnership and Mindworks Alliance to keep up to date on and respond to local and emerging needs, to take referrals or refer on/signpost and to share good practice.</li> <li>To promote and publicise the Community Wellbeing Team and EWMH services among relevant agencies, referrers, service users and potential service users.</li> <li>To manage administration linked to the recruitment and induction of new staff.</li> </ul> <p><u>Service Delivery/Administration</u></p>

- To manage referrals into the Community Wellbeing Team and ensure that appropriate data is recorded accurately and kept up to date.
- To liaise with families and other professionals about referrals and service provision.
- To jointly oversee the Phoenix Youth Centre so that it is staffed and appropriately maintained to support delivery of both YMCA East Surrey services and services delivered by other organisations.
- To report to and liaise with the EWMH Manager regarding the delivery of the service.
- To ensure that client complaints are investigated and dealt with appropriately.
- To work with the EWMH Manager to identify and manage safeguarding and other risks and to liaise with the Designated Safeguarding Lead in line with YMCA East Surrey protocols and team operational process.
- To contribute to the development and delivery of training and parent/carer workshops as and when required.

Service Monitoring & Evaluation

- To set up and maintain appropriate record keeping systems in line with data protection requirements.
- To ensure service outcomes and outputs are effectively monitored and evaluated and prepare service statistics in conjunction with EWMH Manager and Mindworks Delivery Manager.
- To produce reports on activity, impact and outcomes plus provide input to the wider YMCA East Surrey Annual Impact Report.
- To produce client case studies for internal and external communication purposes.

Other

- Any other duties are required to be performed within the grade and remuneration of the role.
- We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. This role will require an enhanced DBS disclosure (with barred children/vulnerable adults). We require you to understand and demonstrate this commitment and attend any required training.

**Annual Leave** – Five weeks plus bank holidays. Holidays increase after two years' service to a maximum of six weeks after six years' service. The holiday year runs from 1 April to 31 March each year.

**Benefits** - The post holder will be entitled to free use of the YMCA East Surrey fitness centre in Redhill and half price YMCA childcare for dependents. There is free parking available at YMCA East Surrey sites. YMCA East Surrey also operates a Bike to Work Scheme.

**Pension** - There is a YMCA East Surrey pension scheme - details available on request.

**PERSON SPECIFICATION:** Community Wellbeing Team Manager

		<b>Essential</b>	<b>Desirable</b>	<b>How measured (application,</b>
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				<b>assessment, interview)</b>
<b>Qualifications, Education &amp; Training:</b>	A professional level 5 or 6 qualification in youth work, social work, education, therapeutic services or management	x		Application and certificates
	IT literate with a working knowledge of Microsoft Office packages	x		Application, Interview
	Knowledge and understanding of key employment and data protection legislation	x		Application, Interview
	Excellent verbal and written communication	x		Application, Interview
	Business management and administration qualifications		x	Application and certificates
	Mental Health First Aid Training		x	Application and certificates
<b>Experience</b>	Knowledge and experience of working in emotional wellbeing and mental health services	x		Application, Interview
	Minimum of two years' experience of working with children, young people and families	x		Application, Interview
	Experience of managing people including appraisals and setting objectives	x		Application, Interview
	Experience of partnership work in the Voluntary and Community Sector, and with educational establishments	x		Application, Interview
	Practical experience of working in a busy role, responding to queries, prioritising, managing deadlines and problem solving	x		Application, Interview
	Using IT systems and packages	x		Application, Interview
	Working as part of a team and on own initiative	x		Application, Interview
	Experience of recruiting staff		x	Application, Interview
<b>Abilities, skills and attitude</b>	Effective listening skills and demonstrates empathy whilst holding professional boundaries	x		Application, Interview
	Excellent interpersonal and customer service skills, customer focussed with the ability to communicate effectively with a diverse range of people	x		Application, Interview

	Professional approach and commitment to providing a high-quality service	x		Application, Interview
	Ability to plan, organise and prioritise workload to meet deadlines	x		Application, Interview
	Ability to relate well with colleagues, service users and other professionals	x		Application, Interview
	Maintain a high level of confidentiality and discretion at all times	x		Application, Interview
	Ability to remain calm under pressure	x		Application, Interview
	Ability to demonstrate a methodical, organised and flexible approach to work	x		Application, Interview
	Attention to detail	x		Application, Interview
	Ability to multi-task	x		Application, Interview
<b>Other requirements</b>	Subject to a satisfactory Enhanced (with Barring) DBS disclosure	x		Application, DBS disclosure
	Commitment to the values, aims and mission of YMCA East Surrey	x		Application, Interview
	Understanding and commitment to equality, diversity and inclusion for staff, services users and stakeholders	x		Application, Interview