



**Job Title:** Adult Community Services Lead

**Reporting to:** CEO

**Normal Place of Work:** Flexible across West Essex - base ( Harlow, Great Dunmow or Saffron Walden) to be agreed

**Hours:** 18.5 hours per week (evening and weekend visibility required)

**Pay:** £19.25 per hour

**Benefits:** Click for a [full list](#) of benefits (please email [hr@mindinwestessex.org.uk](mailto:hr@mindinwestessex.org.uk) if you are unable to access this page)

#### The organisation:

Mind in West Essex is a local, independent mental health charity. We affiliate to Mind (the National Association for Mental Health) a charity with which we share common values and principles.

Our vision is for West Essex to be a place where people talk openly and positively about mental health, and where everyone gets the support and respect needed to live well.

We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

#### About the role:

The Adult Services Lead will be a member of our Operational Management Team (OMT) They will model our values and culture both internally and externally.

The post holder will collaborate with the Senior Management Team (SMT) , colleagues and partner organisations, provide strategic leadership for adult mental health prevention and early help, embedding public-mental-health approaches across Mind in

West Essex services and partnerships, aligned to ICS priorities and 10 year Health Plan and the Southend, Essex and Thurrock Mental Health Strategy.

The post holder will be responsible for supporting and developing managers and coordinators of adult services. The post holder will play a part in ensuring that Safeguarding and Information Governance and data compliance are embedded across our organisation. They will champion co production, equity and trauma informed practice.

## Key Task Areas and Responsibilities:

### **Leadership and Management**

- Provide clear leadership, line management and support to Service Managers and Coordinators across adult services supporting their development and performance.
- Promote a culture of accountability, inclusivity, and staff wellbeing.
- Work with colleagues to ensure services are aligned with organisational strategy.
- Work with colleagues to identify new business and make applications for funding.
- Setting up and implementing new adult projects and services.
- Play a key role in the shared responsibilities of the Operational management team (OMT)

### **Safeguarding**

- Act as a member of the Mind in West Essex Keeping People safe team, Providing advice, support, and oversight on safeguarding cases.
- Embedding safe and effective practice across adult services with a commitment to continuous improvement.
- Ensure policies, training, and escalation processes are robust and up to date across the Mind in West Essex Adult Services.

### **Data, Compliance and CRM**

- To be responsible for ensuring that data management processes across the organisation comply with GDPR and organisational policies.
- Oversee use of CRMs, ensuring accurate, timely, and meaningful data collection.

- Use data and insight to monitor performance, identify trends, and inform service development.

## **Quality and Service Development**

- Lead on quality assurance, service audits, compliance and evaluation for Adult Services.
- Work alongside colleagues and service users to co-design improvements.
- Ensure services remain accessible, inclusive, and responsive to community needs.
- Promote a culture of learning, reflection, and continuous improvement.
- Advocate for people with lived experience of mental health difficulties.
- Build and maintain strong relationships with commissioners, partners, and community organisations in order to expand and sustain services.
- Represent Mind in West Essex at local and regional forums.
- Promote the organisation's values and culture.

## **Expectations:**

- To keep abreast of internal and external developments and respond accordingly.
- To undertake other duties that may be necessary as directed by the Manager, that are compatible with nature and grade of post.
- To adhere to relevant legal and statutory requirements including the Data Protection Act (always ensuring an appropriate level of confidentiality), Health and Safety at Work Act (always ensuring H&S of own and others) and any other relevant/charity law.

## PERSON SPECIFICATION

Adult Community Services Lead	Essential Criteria	Desirable Criteria
<b>Qualifications and experience</b>		
Proven experience in managing or coordinating adult mental health or wellbeing services.	*	
Relevant professional qualification		*
Experience of managing, leading, supervising, or supporting staff	*	
Understanding of safeguarding procedures and experience in managing safeguarding concerns	*	
Experience of monitoring service performance and reporting outcomes	*	
Experience of working in partnership with statutory and voluntary sector organisations.	*	
Experience of working within a trauma-informed or recovery-oriented framework.		*
Experience of preparing funding applications		*

<b>Knowledge and Skills</b>		
Strong understanding of mental health issues and a person centred approach	*	
Excellent communication and interpersonal skills, with the ability to build and maintain professional relationships.	*	
Strong organisational and problem-solving skills,	*	
The ability to manage multiple priorities.	*	
Ability to analyse data and produce clear, accurate reports.	*	
Competence in using digital tools and case management systems	*	
Knowledge of local mental health pathways and community resources in West Essex.		*
<b>Personal qualities</b>		
Empathic, inclusive, and non-judgmental approach to supporting others	*	
Creative thinker with a proactive approach	*	
Willingness to challenge and be challenged	*	
Resilient and able to work calmly under pressure.	*	
Flexible and solution-focused attitude.	*	

Confident in representing Mind in West Essex at external meetings or strategic forums.	*	
Willingness to travel across West Essex	*	

This Job Description will be subject to review in light of changing circumstances and is not intended to be rigid or exhaustive but should be regarded as providing guidelines within which an individual operates.