



## Job Description and Person Specification

<b>Position:</b>	Advice Team Leader (Manchester Help Through Crisis)
<b>Salary:</b>	£29,055 (pro rata)   £14,527 (actual)
<b>Hours:</b>	17.5 hours per week
<b>Base:</b>	YASP, 832 Stockport Road, M19 3AW
<b>Reporting to:</b>	Manager of Children and Young People Services
<b>Working with:</b>	Staff and volunteers from Manchester Mind, service users and partner organisations (GMCDP and Centrepint)

### Background

We believe in the power of effective information and advice and that it can have a positive impact on mental health. Manchester Mind is committed to advice delivery as a way of ensuring people who are facing mental health difficulties have access to a service which will ensure that they have correct benefits in place (with advice from form filling to representation). We also believe in working collaboratively with other specialist agencies to improve the experience of people who need advice services (e.g. mental health, disability, homelessness).

### Purpose of the job

To establish, develop and oversee the management of the Help Through Crisis Project. To supervise Manchester Mind staff and volunteers within the project team and to provide casework supervision to two advisors based in two partnership charities. To oversee advice provision for 18 to 25 year olds that will improve the stability and wellbeing of young people within a context of evolving welfare rights. To ensure that the project works to the defined outcomes and maintain good communications with the Big Lottery and the organisations within the partnership - Manchester Mind, Greater Manchester Coalition of Disabled People (GMCDP) and Centrepint.

### Main duties and responsibilities

1. Develop, manage and monitor the project's delivery plan to ensure all outcomes are delivered in line with funding requirements and the requirements of the Steering Group.
2. Manage and supervise the Manchester Mind Advisors and volunteers.
3. Provide casework supervision for the two advisors based within GMCDP and Centrepint.
4. Offer consultative expertise to advice workers within Manchester Mind's Children and Young People's projects.
5. Provide guidance to advisors within the project on complex cases and changes to the welfare rights entitlement of young people.

6. Oversee and monitor the use of a client emergency fund.
7. Develop with Marketing and Coms worker publicity and marketing for the project.
8. Set up and maintain monitoring systems for the project.
9. Produce monitoring information and reports for Big Lottery and the Steering Group.
10. Co-ordinate participation and service user involvement across the lifetime of the project. This will include through a delivery plan as well as through formal evaluation and the use of participative methods such as Community Reporting.
11. Develop good working relationships and referral pathways to other Manchester Mind services.
12. Ensure good communication links between partners are established and maintained.
13. Ensure good communication links between the project and Big Lottery are maintained.
14. Ensure the project runs in a co-ordinated and efficient way.
15. Ensure that the project is embedded in the work of the partner organisations.
16. Monitor and manage risk throughout the project.
17. Ensure that all staff have adequate training.
18. Contribute to activity to ensure the longer-term sustainability of the project.
19. Oversee the evaluation of the project.
20. Support the Manager of Services for Children and Young People and the Manchester Mind Service Director with any HR issues relating to staff on the project.
21. Implement any changes that might be needed with regard the running of the project to ensure outcomes are reached.
22. Develop beneficial relationships with external organisations for the benefit of the project.
23. Work with colleagues when required across other local mind's in Greater Manchester as the Mind in Greater Manchester partnership develops.

## **Professional Responsibilities**

1. Maintain a professional and confidential approach to work at all times.
2. Actively participate in regular supervision sessions, and team meetings as requested.
3. Be willing to attend appropriate training courses as agreed with the Manager of Services for Children and Young People.
4. Work within Manchester Mind's Casework Quality Standards, to ensure safe and quality practice.
5. Value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge and skills.
6. Manage data within the project in a way which complies with GDPR.
7. Participate in raising awareness of the rights and entitlements of children and young people with other statutory and non-statutory agencies.

# Person Specification

All person specification points are essential and are specific to this post.

## Knowledge and Experience

- Experience of managing and developing an accessible advice service – in a way where staff, volunteers and people using the service feel involved and valued.
- Substantial knowledge of the legislation relating to all aspects of welfare benefits in order to support staff effectively, provide good casework supervision and carry a small caseload.
- Experience of writing funding reports that demonstrate impact and evidence progress.
- Experience of supervising staff or volunteers in a way that supports a feeling of belonging and feeling accepted.
- Experience of working collaboratively, including developing pathways and/or referral routes that are of benefit to and involves the people who use the service.
- Good knowledge of legislation relating to children and young people, including Child Protection, safeguarding and welfare rights entitlement.

## Skills and personal qualities

- Ability to manage complex projects.
- Ability to use monitoring and evaluation throughout the lifetime of a project.
- Strong organisational and time management skills.
- Excellent written and verbal communication skills.
- Commitment to working collaboratively, enabled by clear and meaningful communication
- A commitment to building strengths in a way which recognises the potential in others and ourselves
- Excellent IT skills, sufficient for the effective electronic document management, for producing high quality reports/presentations, for producing and maintaining project plans.

