



## Adult Services Director Job Description

**Job Title:** Adult Services Director

**Hours:** 30 hours

**Contract:** Permanent

**Responsible to:** CEO

**Based in:** Tameside, Oldham, Glossop and other Greater Manchester locations

**Salary:** £41,408

### Responsible for:

- Counselling
- IAPT+
- Crisis response services
- Clinical Supervision
- Clinical lead across the organisation
- Caldecott lead

### Role Values and Beliefs

TOG Mind is passionate around Mental Health and believes that

- Mental Health is as important as physical health, and applies to everyone
- People are experts on themselves and our role is to work holistically to help people to help themselves
- As a charity TOG Mind occupies a special place in the landscape of mental health services. We can innovate, adapt, and serve our communities in ways that others can not
- Our appetite for continuous development and improvement enables us to effect positive change

### TOG Mind Values

**Relationships:** we listen and ask questions to understand others and to build trust. People matter to us both inside and out

**Potential:** we encourage personal responsibility for development by discovering and realising the abilities and energies of others

**Aspiration:** we support one another, clients and communities to achieve better mental health

Learning: we seek insight and grow from experience, finding new or better ways to contribute to the field of mental health.

### **Job Purpose**

This role is an integral part of the leadership team within TOG Mind responsible for leading on the strategic direction and success of the organisation.

The role is the accountable and strategic lead for Adult Services and the organisational Clinical Lead. The role includes the management of three distinct yet interconnected departments; Counselling, IAPT+ and crisis response services.

The role leads a team of senior personnel for delivering a wide range of codesigned person centred services in the community. This includes IAPT and crisis provision services delivered in partnership with statutory services, ensuring our community expertise is integrated in a creative way for the local population.

Services and activities cover a wide spectrum from prevention and early intervention to crisis and recovery work across the organisation. This role also leads on ensuring we are adhering to best practice guidance and good clinical compliance.

### **Key functions of this post are:**

- To support the CEO, Leadership Team and Board of Trustees to develop and deliver the strategic vision and direction of the Adult Services directorate.
- To lead the management, development, performance and continuous improvement of all services with the directorate
- To act as the Clinical Lead for the organisation, ensuring proactive frameworks are implemented and adhered to.
- To act as the Caldicott Lead for Information Governance purposes, specifically for adults
- To identify accurate benefit measures and monitor the benefits for all services.
- To work with partners to ensure that programmes of work are designed to support achievement of the strategic vision and priorities are being successfully implemented.
- To effectively engage all relevant partners and stakeholders to ensure that identified priorities and cross-cutting strategic objectives are successfully achieved, particularly including clinical practice.
- To provide accurate, timely and relevant advice to the Board of Trustees, CEO, Leadership and Management Team, as appropriate, on those aspects of policy and practice for which the role has lead responsibility. This includes legislative changes and best practice/innovative approaches to improved service delivery.
- To hold overall strategic, operational, financial and managerial responsibility and accountability for the portfolio of services within the directorate
- To be accountable for the effective planning, organisation, delivery and continuous improvement and efficiency of the directorate, including its resources and allocated budgets
- To support the Board of Trustees, CEO and Senior Management Team to ensure effective partnership working across all internal cross functioning departments and external partnerships to meet customers' needs, deliver corporate strategies and achieve local objectives
- To be responsible for the implementation of individual performance management processes within the directorate

- As line manager to be responsible for performance management and developing the capabilities of managers and other staff in the directorate
- To ensure positive internal and external communications on services, performance and initiatives, including seeking and giving feedback to customers, partners and other stakeholders where necessary.
- To promote equality and inclusion across all service provision and employment through policy initiatives, personal examples, open commitment, clear action planning, and direction.
- To provide strong and visible leadership within the service, organisation and across partnerships communicating our vision and direction to develop and enhance partnership working.
- To represent TOG Mind locally, regionally, and nationally.
- To carry out additional responsibilities and projects as assigned by the CEO

## Person Specification

E = Essential and must be able to demonstrate these points to be shortlisted\*

### Attitude and Values

1. Ability to role model the organisational values (E)
2. A desire to develop our adult and community's emotional wellbeing services and take on new challenges (E)
3. Seeking insight and growth from experience finding new or better ways to contribute to the field of mental health (E)
4. A willingness to embrace change and the unknown (E)
5. A willingness to develop and maintain positive working relationships across partnerships agencies (E)
6. A commitment to provision by encouraging personal responsibility for development by discovering and realising the abilities and energies of people (E)
7. Commitment to providing effective high-quality service (E)

### Experience

1. Extensive experience of working within a strategic leadership role (E)
2. Substantive experience of managing services, such as Counselling, IAPT and Crisis Response services for Adults (E)
3. Experience of implementing projects within a partnership approach at a senior level (E)
4. Experience of acting as a Caldecott lead (E)
5. Experience of building and maintaining successful and complex relationships with key partners & stakeholders
6. Experience of generating new business opportunities through to successful implementation and delivery

### Qualifications

1. Minimum of level five Counselling qualification with accreditation and/or Psychological Wellbeing Practitioner (PWP) qualification with additional supervisory qualification (E)
2. A management qualification to a minimum of level 4/5 (E) or level 7 (D) or equivalent experience

## Knowledge

1. A knowledge of social care wellbeing and mental health issues for all ages (E)
2. A knowledge of IAPT, crisis models and legislation relating to mental health and social care (E)
3. A knowledge of NICE guidelines in treatment of mental health problems
4. knowledge of Primary Care Networks, Sustainable Transformation Plans and other local and government directives, in relation to Mental Health and Social care.

## Abilities

1. To provide and receive complex, sensitive, or contentious information, where there are significant barriers to acceptance which need to be overcome using developed interpersonal and communication skills eg ability to communicate in a hostile, antagonistic or highly emotive atmosphere (E)
2. To make judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options (E)
3. To formulate long-term, strategic plans, which involve uncertainty, and which may impact across the organisation (E)
4. To ensure services within area of work meet a high level of governance and accountability (E)
5. To write and implement a range of policy changes or updates and/or policy or service development for the directorate or equivalent (E)
6. To set budgets for several services including being responsible for physical assets across several services (E)
7. To complete relevant background research or development work
8. To oversee multiple departments and projects ensuring contractual requirements are met (E)
9. To prioritise and manage a wide range of tasks which vary in nature and complexity (E)
10. To develop and implement thorough and compliant clinical/risk assessments (E)
11. To lead a multidisciplinary team effectively
12. To lead on innovative service design
13. To work independently and as part of a team (E)
14. To manage and support relevant staff and volunteers
15. To undertake other reasonable tasks for the success of the role and/or organisation (E)