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**Job Description**

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| **Job title:** | **Service Manager, Mental Health Service** |
| **Department/School:** | **Student Support and Safeguarding** |
| **Grade:** | **8** |
| **Location:** | **University of Bath premises** |

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| **Job purpose** |
| The post holder will work within the Student Support and Safeguarding Department and will have responsibility for managing the Mental Health Service to ensure that all students have access to high quality, progressive and student-centred services and that University staff are supported in meeting student needs. The post holder will be directly responsible to the Deputy Director of Student Support (Student Mental Health) and will support them in planning, implementing, reviewing and further developing the department’s operational plan. The role will support the delivery of an integrated student journey and will involve implementing a best practice and evidence-based framework to support students through their University experience in line with University policies, and compliance with regulatory requirements and best practice guidance.  |
| **Source and nature of management provided**  |
| Responsible to Deputy Director of Student Support (Student Mental Health) |
| **Staff management responsibility** |
| Responsible for the line management of Mental Health Practitioners within the Mental Health Service. |
| **Special conditions**  |
| DBS enhanced clearance requiredSome on call working (including evening and weekends) is a requirement of the role. |

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| **Main duties and responsibilities**  |
| **1** | Lead and manage the Mental Health Service team in providing high-quality and well-coordinated Mental Health Support to effectively support student progress throughout the student journey.  |
| **2** | Promote a culture of continual practice improvement and professional development which ensures good practice; the maintenance of professional registrations; and continuing professional development of the team and self. |
| **3** | Ensure that the highest standards of clinical record keeping including electronic data entry and recording, report writing and the responsible exercise of professional self-governance in accordance with professional codes of practice and service and university policies and procedures are followed by all |
| **4** | Work with the Deputy Director (Student Mental Health) to regularly review the effectiveness of the services taking account of feedback from students and staff. Monitor and report on trends within the University and externally and advise on implications for service delivery and development |
| **5** | Ensure that all targets and service performance indicators are achieved through effective planning, continuous monitoring and regular review throughout the year. Manage team demand through effective use and development of caseload management practices with staff. |
| **6** | Contribute to departmental clinical governance processes, including risk management procedures and practice and ensure that data and clinical outcome measures are being applied consistently across the service and that these are regularly audited. Ensure that confidentiality relating to both the service and individuals is maintained at all times. |
| **7** | Work actively with colleagues in other teams to ensure that cross-team case-management is effective in reducing risk and delivers a joined-up approach, participating in departmental forums to support assessment and management of risk.  |
| **8** | Contribute to the development of policies, procedures, guidance and resources designed to enhance the student experience. |
| **9** | Ensure that excellent communication is established and maintained with other support services, academic departments, the Students’ Union and community agencies. Actively support other University colleagues in meeting the needs of students within their academic departments. |
| **12** | Develop effective working relationships with relevant internal and external stakeholders and represent the service at relevant meetings/events, support health promotion projects and contribute to relevant committees and working groups  |
| **13** | Maintain the highest standards of professionalism at all times, be aware of potential conflicts of interest and promote equality & diversity for students and staff in accordance with University policies. |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. This may include training or briefings for the department. You will be required to follow all University policies and procedures at all times and take account of University guidance |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Undergraduate degree, or equivalent relevant professional qualification and professional registration in the areas of mental health nursing, clinical psychology, social work or occupational therapy | x |  |
| Relevant postgraduate qualification/CPD |  | x |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| Extensive post-qualification experience working within a multi-disciplinary mental health service supporting service users with a range of complex needs  | x |  |
| Extensive experience of managing clinical risk within the context of a mental health service | x |  |
| Significant experience of case management and high-level decision making in a service-oriented environment, relating to people with complex needs  | x |  |
| Substantial experience in policy development, programme evaluation and system or process improvement in a service-oriented environment | x |  |
| Experience of managing a team of diverse professional staff having oversight of complex clinical issues. | x |  |
| Comprehensive knowledge of effective models of service delivery, case management, legislative requirements and relevant national codes of practice.  | x |  |
| An understanding of the support needs of students in the higher education context and experience in successfully managing projects, designed to research and improve the student experience. |  | x |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Effective team leading skills; able to motivate, engage and empower team to work and develop effectively together. | X |  |
| Excellent planning and leadership skills; sound judgment and well developed verbal, presentation and written communication skills. | x |  |
| Excellent interpersonal skills and the ability to inspire and support staff to provide the best possible client experience. | x |  |
| Able to provide constructive feedback in informal and formal settings to improve individual and collective performance. | X |  |
| Highly organised, reliable, resilient and able to work strategically under pressure to deliver timely short and longer term outcomes.  | x |  |
| An enthusiastic, creative approach with a willingness to work flexibly and develop related skills and knowledge to enhance the effectiveness and efficiency of service delivery | x |  |
| Demonstrated commitment to equality, diversity, dignity and respect of all students and staff. | x |  |
| Commitment to confidentiality and ability to work with tact and sensitivity in complex situations. | x |  |
| Enhanced DBS check. | x |  |
| Excellent IT skills, including the use of MS Word, Excel, email and calendar functions and video calling software. | x |  |

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| **Effective Behaviours Framework**The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.  |
| **Managing self and personal skills:**Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.  |
| **Delivering excellent service:**Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.   |
| **Finding innovative solutions:**Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.   |
| **Embracing change:**Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.  |
| **Using resources:**Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.   |
| **Developing self and others:**Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.   |
| **Working with people:**Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.    |
| **Achieving results:**Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.   |