

Northorpe Hall Child and Family Trust
Assistant Service Manager – Single Point of Access (SPA)

JOB DESCRIPTION

Job Title:	Assistant Service Manager – Single Point Of Access
Hours:	37 hours a week (negotiable from 30 hours) (To be worked office hours and evenings, with occasional weekends or on call)
Salary:	£30,600
Line Manager:	Service Manager
Purpose of Post:	To support the Service Manager to manage, develop and account for mental and emotional health services, ensuring effective joined-up support to children and young people. The role is key to ensuring the best decisions are made about the support and services required for each family or young person, joining up our work with that of other organisations, particularly across the Thriving Kirklees partnership. Working closely with colleagues and those in other organisations, the postholder will respond promptly and effectively to safeguarding concerns.
Based:	Usually Northorpe Hall, Northorpe Lane, Mirfield, WF14 0QL though central Huddersfield as required by the organisation.
Context:	Northorpe Hall Child & Family Trust is a local independent charity working to improve the mental health and emotional well-being of children and young people facing challenges. This post is part of Thriving Kirklees, bringing together a number of support services to work in partnership to provide joined up, effective, family-centred health support to children and young people aged 0-19 in Kirklees. Services and activities support to children and young people, individually and in groups, by telephone, online and in person and indirectly support children by increasing the confidence, skills and knowledge of key adults in children's lives, enabling them to support children more effectively
Requirements:	Experience and qualifications. Enhanced DBS check, references, qualification check, identity check, interview by young people, interview by adult panel

DUTIES AND RESPONSIBILITIES

The Assistant Service Manager is part of a small team working with the Service Manager to develop and manage services improving the mental and emotional health of children, young people and families in Kirklees. The postholder will be allocated responsibility for the delivery of projects or areas of responsibility which may include managing contracts, staff or processes.

Plan and deliver quality services

- Plan for delivery of targets as described in plans, contracts and grant agreements.
- Ensure a quality service responding to callers promptly and respectfully, enabling them to share their concerns, get the information and advice they require and refer to services.
- Ensure quality multidimensional assessments take place, understanding the child's situation, perspective and support needs
- Working with colleagues and other services and organisations, assess each case and identify what support is likely to be most effective, methods and timescales

Northorpe Hall Child and Family Trust

Assistant Service Manager – Single Point of Access (SPA)

- Negotiate and liaise with other services and organisations to ensure a joined-up, effective response making best use of local resources and developing effective processes and pathways

Manage service performance and resources

- Manage and support staff and contracted workers to ensure quality, safety and effectiveness following organisational policy and practice
- Manage and support staff to address delivery and performance concerns and recognise excellence
- Manage staff resource and finance resources within budgets
- Manage recruitment and induction of workers, working with colleagues
- Identify and plan to meet workers developmental and training needs
- Develop and improve processes, including those involving other organisations
- Ensuring workers place the young person and family they are supporting at the heart of any service provided
- Ensure learning from evidence collected, learning from others and feedback from young people accessing services and the adults closest to them
- Ensure service and practice developments are informed by learning and evaluation
- Share learning about what works, enabling self-help, service improvement, practice development and an improved evidence base

Manage information, communication and accountability

- Make support decisions and communicate them by telephone, in writing and on the database system, taking time to listen to families and young people and discuss decisions as required
- Ensure quality electronic records of contacts, assessments, decisions, actions and progress are maintained and used to support high quality service provision and accountability
- Ensure excellent and systematic communication with colleagues and other services to respond to needs in a joined up way
- Ensure good communication and negotiation with families and young people
- Respond to feedback and complaints promptly and positively
- Working with colleagues as required, ensure reports are completed to required timescales and standards for internal and external accountability

Ensure effective safeguarding practice

- Lead on safeguarding cases where required, liaising with families and other agencies
- Listen to safeguarding concerns, gather information, provide advice and reassurance as required and assess risk.
- Communicate about safeguarding concerns effectively and compassionately with young people, families, colleagues and other services
- Maintain clear and full records of all safeguarding communication and actions.
- Support and guide colleagues to implement the safeguarding policy and good practice and learn from experience
- Ensure a prompt and effective response to higher risk cases and situations
- Work with colleagues and partner organisations to ensure safeguarding concerns are recorded and acted upon.
- Cooperate with other organisations to enable the transfer of cases in the interests of children and families

Support other Trust activities

- Contribute to the safe and effective running of the organisation and implementing plans, policies and procedures
- Develop good working relationships with other staff and volunteers

Northorpe Hall Child and Family Trust
Assistant Service Manager – Single Point of Access (SPA)

- Provide reports and information about the service as required
- Support colleagues who are leading on other projects, events and activities to sustain and develop the Trust
- Gather and present feedback from staff, volunteers, partners and beneficiaries of the service
- Share skills and knowledge with colleagues, formally and informally
- Support young people to contribute to and participate in decision making about Northorpe Hall Child & Family Trust, to volunteer and to make a positive contribution to society
- Undertake other duties as instructed by the Director

Specific Area of Responsibility – Single Point of Access

- Managing the resource of wellbeing support workers to ensure opening times are covered - compiling duty rotas and ensuring no gaps in service
- To support the development of the wellbeing support worker team, leading on team meetings, training and development sessions
- To provide regular line management and support to senior workers within the team
- To meet regularly with senior workers within the team to review service performance and required developments
- To provide additional line management support where there are concerns with wellbeing support worker performance and to participate in all team member reviews
- Monitor the efficiency of the service to ensure access standards are met and user experience is positive
- To work closely and meet regularly with the Service Manager and partners to improve and develop the service
- Ensure pathways are in place are effective and relationships with partner organisations are maintained
- To lead on partnership discussions with specialist mental health services where there are complex needs to ensure the appropriate service is offered
- To confidently offer professional challenge to champion the needs of children and young people across partnerships
- Supporting the team with challenging calls, responding to queries around service offers and decisions and responding to complaints about the service
- Leading on effective decision making of the needs of children young people and families
- To communicate decisions on assessment of need thoroughly and clearly to the appropriate audience verbally and in writing representing the professionalism of the organisation
- Ensuring calls about risks & urgency are appropriately actioned
- Ensuring a responsive and positive experience for those accessing or attempting to access the service

Northorpe Hall Child and Family Trust
Assistant Service Manager – Single Point of Access (SPA)

PERSON SPECIFICATION

You will be a supportive manager with an excellent knowledge of young people's emotional and mental health and safeguarding. You will be able to engage young people, families and colleagues to talk about young people's mental health support needs, strengths and safeguarding concerns. You will be able to gather information and make assessments of situations where there are concerns about the safety of children and young people. You will be confident in using 6P formulation in assessing support needs and risk, overseeing and making urgent referrals to other services as required. You will be an excellent communicator and be able to communicate decisions on assessment of need verbally and in writing to high standard.

You will have specific training in safeguarding children. You will be resilient and have strong self-care practice in order to effectively manage the demands of the role. You will have experience of working with partner organisations, making referrals, writing reports and attending meetings. You will be able to engage and collaborate with professionals and managers from health, education, social care, police and third sector organisation. You will lead decision making about what services are offered to those requesting support, working closely with colleagues in other organisations to ensure joined up, effective support for young people and families.

Working closely with the Service Manager, you will allocate work to colleagues to use available resources to make the most difference to young people's mental health. You will be able to manage and support colleagues to ensure good performance and practice. Our information system will provide performance data. With the Service Manager you will analyse service performance and ensure appropriate and timely reporting internally and to funders and other stakeholders.

Essential Criteria - To be considered for this job you must:

1. Have a degree in an appropriate subject or a relevant recognised professional qualification. Ideally both.
2. Have significant experience of supporting the emotional and mental health of children, young people and families. The equivalent of two years full time work in this sort of role is required.
3. Have significant experience of dealing with safeguarding concerns, making decisions and communicating sensitive information well.
4. Be able to develop, manage and deliver projects and services, working collaboratively with colleagues and other organisations.
5. Be able to line-manage and support colleagues, providing guidance and feedback and following policy and procedures.
6. Be a confident and accurate communicator with colleagues, young people, parents and other professionals – in person, on the phone and in writing.
7. Be competent in using information technology to maintain records and communicate.
8. Accept that an enhanced DBS check and positive references are required as part of a safer recruitment process. Be willing to undertake Safeguarding training to Level 4.
9. Be emotionally resilient, knowledgeable and positive about working with young people facing multiple challenges in their lives. You will be able to listen, advise and support young people.
10. Be able to travel across Kirklees for meetings. Therefore, access to an appropriate vehicle and business use insurance cover is useful for the post. Travel expenses are provided.
11. Be eligible to work in the UK.

In your application, please ensure you demonstrate that you meet the above criteria.