



SERVICE MANAGER JOB DESCRIPTION

TITLE: Service Manager

LOCATION: Changes Bristol Office, Barton Hill Settlement, 41-43 Ducie Road, Lawrence Hill, Bristol, BS5 0AX.
Work will also take place remotely at sites where services are provided

HOURS OF WORK: 37.5 hours per week
Full-time (Normal days of work are Monday to Friday, but some weekend working for events and training will be required)

SALARY: £25,000 to £28,000

RESPONSIBLE TO: Project Manager

JOB SUMMARY:

You will be joining a small and vibrant team at a time when our service is more important than ever and subject to constant adaptation due to the coronavirus emergency.

Your main responsibility as a Service Manager will be to ensure our peer support groups operate effectively and smoothly; you will supervise volunteers and staff; promote the service; network; and organise/deliver training and drive the service forward. Safeguarding will be a key aspect of the job, along with supporting volunteers. You can expect a good amount of admin and ad hoc tasks, therefore you will need strong skills to prioritise, organise your workload effectively and delegate when needed. Problem solving, innovation and service design will be important aspects of the role.

CORE RESPONSIBILITIES AND DUTIES

1.1) Delivering the Changes Peer Support Group Service

- Ensure the support meetings operate correctly and safely (online & physical groups)
- Provide meeting cover when required
- Ensure the service is delivered correctly, empathetically, safely and professionally
- Manage service user issues (complaints; feedback; involvement)
- Recruit volunteers and placement students
- Arrange venue hire and liaise with venue providers
- Maintain and improve meeting materials (modules, membership packs, signposting folder)
- Manage facilitator expenses and other meeting costs

1.2) Line management

- Line managing the Deputy Service manager
- Line managing project workers
- Providing ongoing support and supervision for project workers and Deputy Service manager
- Identifying training needs for project workers and volunteers
- Supporting project workers in their roles
- Delegating necessary workloads

1.3) Equalities and Diversity

- Be committed to equality and diversity within the organisation
- To fully implement our diversity strategy and Equalities policy
- To be fully aware of diversity issues in greater Bristol for the effective reach of our services and to ensure our services are inclusive
- Collate and report on equalities data

1.4) Other Changes Service Provision

- Manage other associated Changes services as directed by the Project manager
- Help to manage social media platforms
- Develop and deliver facilitator training (including ongoing modules for existing volunteers)
- Deliver reflective practice for facilitators
- Deliver mental health awareness training
- Manage new service development agreed by the Project Manager and Trustees
- Manage social events
- Assisting with maintaining and developing relationships with partner organisations
- General networking
- Attending awareness events

1.5) Monitoring Data

- Ensure monitoring data is collected and input for the service and ensuring this is up to date and presented to the Board/other management
- Manage evaluation data for projects
- Ensure member databases and equalities data is up-to date
- Manager survey questionnaires and feedback forums
- Ensure the appropriate administration for the service is maintained
- Operate the Charity Log data base effectively for the smooth running of the service

1.6) Volunteer Training and Support

- Organise and administer facilitator training for volunteers
- Review the training and update as necessary
- Arrange external training for volunteers when needed
- Ensure support and supervision sessions are carried out in accordance with charity guidelines and best practice
- Ensure the necessary references and DBS checks are completed
- Assess training and support needs
- Send out facilitator bulletins each week to ensure facilitators are aware of current developments notices and rota
- Keep personnel files up to date
- Liaise with volunteers
- Organise volunteer meetings and social events
- Supervise, manage and train office volunteers and placement students

- Supervise and support mental health awareness ambassador volunteers
- Share responsibility for Service Phone with other service staff to ensure staff are contactable around support groups.

1.7) External Training Lead

- Leading on development of external training packages (e.g. Mental Health Awareness, Mental Health in the Workplace, Supporting Someone You Love)
- Delivering external training to other organisations (including corporates, charities and partners)

1.8) Office Duties

- Provide cover for other members of staff during holiday periods, illness etc
- Answer phone enquiries and deal with visitors to the charity
- Answer emails to the Service Manager and general office email accounts in a timely manner
- Send relevant emails and communications to the Project manager
- Administer and update the website
- Send out leaflets to organisations and individuals
- Continue with the updating of digital media including the website, Facebook, Instagram and Twitter
- Send out monthly newsletter
- Send out the weekly links and bulletin to members and volunteers

1.9) Reporting Duties

- Provide monthly reports to the Board of Trustees and provide any information they require to ensure the service is running properly
- Log incident, critical incidents and complaints and reporting these incidents to the Project manager
- Input and authorise necessary financial transactions
- The post will be line managed by the Project manager who will require various updates and reports as necessary for the running of the charity

1.91) Safeguarding Officer

- The Service manager will be a designated Safeguarding Officer as stated in the Vulnerable Adults Safeguarding Policy and will be supported by the safeguarding procedures of the charity

Other Responsibilities

To keep up to date knowledge of the third sector in Bristol and the surrounding area

To keep up to date knowledge of Mental Health provision in the Bristol and South Gloucestershire area

To work with the Project Manager and Trustees to coordinate future development of Changes Bristol

To undertake any tasks and other duties deemed appropriate by the Trustees and/or the Project manager

To maintain good working relationships with other members of staff and volunteers

To maintain good knowledge of other Changes Bristol services and good relations with other members of staff

To attend the weekly management meeting and any other staff meetings required

To fill in and help other services Change Bristol offers when covering holidays and/or sickness

To represent Changes Bristol in a professional manner