



Job Description

Job Title: Head of Service Development

Salary: £45,000

Responsible to: CEO

Working Hours: 37.5 hours per week

Deadline for Applications: 5pm, 15th August 2022

Date of Interviews: 19th August 2022

Summary of Main Duties and Responsibilities

Mind in Haringey has increased its reach and now works with over 3500 a year. It thrives on providing the best quality mental health services in prevention, early intervention and primary care; alongside empowering individuals and our communities to live well.

As Head of Services development, you will lead on the sustainability, growth and operational development of all aspects of the community mental health work streams such as the Haringey wellbeing network, Safe Haven, SMI health checks and other services.

You will work closely with the CEO in scoping out the strategic direction in line with the overall organisational strategy and that of both local and national policy.

Mental health and wellbeing have never been so much on the radar for social change and transformation.

This exciting role is a key senior member of our organisation and will be instrumental in bringing about transformation for positive mental health to the community of Haringey.

This role provides scope to make a real difference to individuals and communities. The ideal candidate is someone who has strong interpersonal skills, is motivated by service development, enjoys partnership and relationship building and is excellent in leading on transformation and change.

Duties Relating to the Post

1. Responsible for the service development and sustainability of the Community mental health services that we currently deliver and those developed in the future.
2. Lead on new service development, proposal and bid writing and overseeing tendering processes.
3. A member of the senior leadership team; responsible for formulating long-term, strategic plans, which may involve uncertainty and impact across the whole organisation.
4. Responsible for the planning and organisation of a broad range of complex activities or programmes, some of which are ongoing, which require the formulation and adjustment of plans or strategies.
5. Responsible for policy implementation and service development for multiple areas of activity across the organisation.
6. Responsible in supporting the budget setting and financial management for several services/departments.
7. Responsible for management for several/multiple Departments and projects.
8. To ensure that clinical governance, evidence of effectiveness and 'best value' are fully considered in all the services and provision.
9. Contribute at a senior level in the development of appropriate performance management and accountability frameworks.
10. To support the delivery of major strategic change across the organisation.
11. To work in partnership with a wide range of partners, key stakeholders and communities.

12. Responsible for providing and receiving complex, sensitive or contentious information at varying levels.
13. To analyse a range complex facts or situations, which require the scrutiny, interpretation and comparison of a range of options.
14. To be accountable and provide direction and advice of the development programmes including providing / identifying specialist clinical technical services when required.
15. To undertake background research and development work and activities to further develop, evidence base and sustain new innovations.
16. To research further funding opportunities for the organisation, including increasing unrestricted funding to support in overall sustainability for the directorate.
17. To deputise for the CEO as required.
18. Carry out any other reasonable tasks as requested.

Person Specification

E = Essential and must be able to demonstrate these points in order to be shortlisted

Attitudes and values

1. A commitment to providing effective high-quality services (E).
2. A willingness to embrace change and the unknown (E).
3. A desire to develop our community's emotional wellbeing services and take on new challenges (E).
4. A willingness to develop and maintain positive working relationships across partnership agencies (E).
5. A commitment to encouraging personal responsibility for development by discovering and realising the abilities and energies of people (E).

6. Seeking insight and grow from experience finding new or better ways to contribute to the field of mental health (E).

Experience

1. 5 years' experience of working in a senior management role (E).
2. Proven experience of successful service development, including bid writing and tendering (E).
3. 3 years' experience of implementing projects within a partnership approach at a senior level (E).
4. Experience of building/maintaining successful and complex relationships with key partners & stakeholders.
5. Proven experience of generating new business opportunities through to successful implementation and delivery.

Qualifications

1. A qualification to a degree level (E).

Knowledge

1. A knowledge of emotional wellbeing and mental health issues for all ages.
2. A knowledge of social care, mental health and wellbeing issues.
3. A knowledge of models and legislation relating to mental health and social care.
4. A knowledge of NICE guidelines in treatment of mental health problems.

Abilities

1. Ability to oversee a number of departments and projects; ensuring contractual requirements are met.

2. Ability to prioritise and manage a wide range of tasks; varied in nature and complexity.

3. Ability to develop, implement and carry out and follow well-developed clinical/risk.

assessments.

4. Ability to lead an effective multidisciplinary team.

5. Ability to set and hold multiple budgets.

6. Ability to lead on innovative service design.

7. Ability to work independently and as part of a team.

8. Ability to manage and support relevant staff & volunteers.

9. Ability to communicate at various levels including persuasive, motivational, negotiating.

training, empathic or re-assurance skills.

10. Ability to travel across the borough and outside the borough.

11. Ability to cover for the CEO as required.

12. Ability to work out of hours as required for the service.

13. Ability to undertake any other reasonable tasks requested.