

## JOB DESCRIPTION

<b>Job Title:</b> Service Manager (Kirklees CYP Social Prescribing Service)
<b>Hours Per Week:</b> 28-35 (4 or 5 days p/w, part time/full time)
<b>Job Grade &amp; Pay Band:</b> Service/Department Leader (SDL), Band 6-7
<b>Pay:</b> £29,000-£32,000 p/a
<b>Contract:</b> Permanent
<b>Holidays:</b> 28 days per annum, 1 extra day for your birthday p/a
<b>Start Date:</b> ASAP.
<b>Department:</b> Kirklees CYP Social Prescribing Service
<b>Directly responsible to:</b> Operations Manager / CEO
<b>Location:</b> TBC - Central Kirklees and/or surrounding areas with regular attendance in Calderdale.

## ABOUT INVICTUS WELLBEING

[Invictus Wellbeing](#) is one of West Yorkshire's leading Children and Young Person's Mental Health Charities. We offer timely, effective and accessible mental health support whilst also promoting positive mental wellbeing in the communities we serve. We offer a range of services across Kirklees, Calderdale and Bradford and work with thousands of young people each year.

Our mission is to ensure that all children and young people have access to the support they want and need. We work exclusively with children and young people (5-25) and offer person centred support and care through counselling, support and evidence based interventions.

Our core values are collaboration, innovation, compassion and integrity and we expect all staff and volunteers to uphold these core values through their work with children, young people and families.

This is an exciting time to join our organisation as we enter our tenth year of existence and deliver new and innovative mental health services across Kirklees and West Yorkshire.

## ABOUT THE ROLE & SERVICE

This is an exciting opportunity for an enthusiastic and passionate service leader to lead a brand new service across Kirklees. We are looking for a Service Manager to join our senior leadership team at Invictus Wellbeing, leading Kirklees Children & Young People's Social Prescribing Service.

The service will offer a range of person centred social prescribing, emotional health and wellbeing and therapeutic support to young people (11-25) across Kirklees as part of the [Kirklees Keep in Mind Partnership](#) which is led by the South West Yorkshire Partnership NHS Foundation Trust.

The service will be delivered in partnership with Kirklees Keep in Mind (Including CAMHS) Kirklees Families Together, Locala's 0-19 service and other key organisations. Therefore strong partnership working and collaborative working is essential for this role.

The Service Manager will lead a team of youth link workers, counsellors and mental health professionals to deliver the highest quality service, ensuring that young people across Kirklees have timely, effective and accessible low level support. The service manager will be responsible for developing and implementing the service and overseeing the delivery throughout the contract with support from our central team.

The Service Manager will be directly responsible to the CEO/Ops Manager and deliver across a series of Key Performance Indicators to ensure the service is developed and delivered to achieve incredible outcomes for young people and families.

## MAJOR DUTIES

1. To lead and be the face of Kirklees CYP Social Prescribing Service
2. To implement our mobilisation plan, strategic plan and oversee the delivery of KCYPSPS
3. To create and sustain effective partnerships and relationships with all partners of Kirklees Keep in Mind (KKIM) and wider partners to ensure effective referral and signposting pathways, to avoid duplication and to lead effective partnership working.
4. To manage a team of 4-8 staff effectively with monthly management supervision and ensuring relevant training and development of the team.
5. To lead by example and create a positive, creative and inclusive team through instilling a culture in line with our core values and the principles of YiM.
6. Be responsible for the development of the service, ensuring that KPIs are being achieved and addressing problems early.
7. To ensure the service is authentically youth and community led and that we use feedback to continually improve and develop our service offer
8. To ensure any safeguarding concerns or risk is identified quickly and that staff are supported to manage these appropriately within existing policy frameworks.
9. To complete quarterly and monthly reports on the impact and effectiveness of the service to be submitted internally and externally.
10. To use and work with internal resources from KKIM and Invictus Wellbeing to ensure synergy and shared best practices
11. To use a range of IT systems including patient record systems and G-Suite (Drive, Gmail and Calendar), ensuring high quality data is collected appropriately, kept securely and confidentially
12. To ensure the service and all those involved in the service are working with a trauma informed, anti-racist and culturally competent approach.
13. To develop pathways and partnerships with statutory and all mental health services to ensure CYPs are seen as quickly as possible and that the service doesn't have a wait list.
14. To undertake ongoing professional development relevant to mental health and emotional wellbeing and other relevant skills.
15. To undertake other duties which are commensurate with the role.

## PERSON SPECIFICATION

You will be a passionate, autonomous and highly organised individual – ideally from Kirklees, with experience and knowledge of local areas, organisations and services across the region. You will be responsible for a key service within Kirklees and a lifeline for many young people experiencing mild to moderate mental health and emotional wellbeing

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concerns and issues. Therefore experience in leadership, organisation and partnership working is essential.

This role will involve managing a small team, relationship-building, and delivering high quality services and activities to young people locally.

You will be highly organised, have a willingness to learn new things and above all be passionate about improving and supporting young people's mental wellbeing in Kirklees.

## PERSON SPECIFICATION: CONT'D

The person specification outlines the main criteria for the post and short listing will be based on the following criteria. Please ensure that your supporting statement clearly shows how you meet the criteria using experience gained either in paid or voluntary work.

Criteria	Criteria: E= Essential D= Desirable	Measured by: A=Application I=interview E=exercise
<b>Qualifications</b> <ol style="list-style-type: none"> <li>1. Degree level or equivalent, preferably in psychology, psychotherapy, social work or youth work.</li> <li>2. Holds a recognised membership of a relevant professional body (BACP/ PTUK/ UKCP/NCS/BPS)</li> </ol>	 E  D	 A  A
<b>Qualities</b> <ol style="list-style-type: none"> <li>3. Initiative, problem solving and openness to change</li> <li>4. A collaborative team player, concerned with team success as well as individual performance</li> <li>5. Passionate and committed to improving the mental health and wellbeing of local children and young people.</li> </ol>	 E  E  E	 A/I/E  A/I  A/I/E

6. High level of self-motivation and ability to take strategic and operational decisions	E	A/I
7. Good listener who responds well to feedback	E	A/I/E
8. Constructive and energetic who brings positivity and enthusiasm.	E	A/I/E
9. Commitment to working in line with and championing our core values.	E	A/I
<b>Experience</b>		
10. Experience of managing small/medium teams which may be multidisciplinary in nature to deliver locality/service objectives	E	A/I
11. A track record of delivering results with quality outcomes, measured to key performance indicators	E	A/I
12. Experience of management/leadership within the health/social care/counselling field	D	A/I
13. Demonstrable experience of leadership within mental health.	D	A/I
14. Experience of building and nurturing strong relationships both internally and externally.	E	A/I
15. Experience of managing financial resources/budgets successfully.		
16. Experience of working with children and young people directly.	D	A/I

<p><b>Knowledge and Skills</b></p> <p>17. Knowledge of relevant national policies, best practices, quality frameworks and local approaches to implementation within the specific area of mental health support for children and young people.</p> <p>18. Ability to take the lead in planning and carrying out service developments and assessing and evaluating service delivery.</p> <p>19. A sound understanding of quality assurance and effective performance monitoring through KPIs</p> <p>20. Numerate with an ability to understand, analyse and make effective use of data.</p> <p>21. Ability to multitask, prioritise and delegate effectively.</p> <p>22. Ability to build a rapport naturally which creates a team ethos and culture that represents the organisation culture and values.</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<p><b>Other</b></p> <p>23. A strong understanding of safeguarding and health and safety within mental health, social work &amp; education and the ability to become a designated safeguarding officer for Invictus Wellbeing.</p> <p>24. A strong command of computer skills and technology, particularly with Microsoft and Google products as well as CRMs.</p> <p>25. A dedicated commitment to diversity and inclusion and equity and developing greater awareness in these areas</p>	<p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>



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To apply, please go to: <https://www.invictuswellbeing.com/apply> and follow the instructions.

If you are unable to apply this way for any reason, please contact us at [enquiries@invictuswellbeing.com](mailto:enquiries@invictuswellbeing.com)