**Wellbeing Services Manager**

**Job Description**

**Responsible To: Wellbeing Development Manager**

**Responsible For:** Delivery Staff & Volunteers

**Overall Purpose of Job:**

To oversee and manage the delivery of a range of Onside wellbeing services designed to improve the mental health and wellbeing of a wide range of service users.

Services within the remit of this role Include:

* The Community Mental Health Transformation VCS service based within GP practices This is a new approach to improving community mental health care and supports individuals by addressing issues relating to wider determinants of health. For example, social isolation, housing and family conflict.
* A Wellbeing Coaching service delivered across the Worcestershire Primary Care Networks. Wellbeing Coaching aims to build the awareness and self-knowledge that will enable people to take greater control of their own mental health and wellbeing.
* A Peer Support service linking people with lived experience of mental ill health to support others who are at an earlier stage within their recovery journey
* MoodMaster delivery, a service for people with a range of mental health difficulties that equips individuals with a range of tools and techniques designed to help cope better with day to day issues.

**Main Responsibilities are to:**

1. To lead and manage the delivery of the Onside services as outlined above
2. To ensure effective planning and management of resources to achieve delivery outcomes, meet contractual requirements and support the team to adapt and respond to new ways of working
3. To provide effective and supportive line management to all staff and where relevant, volunteers, ensuring high quality delivery of projects and services
4. To provide advice guidance and proffesional input to staff delivering wellbeing services.
5. To contribute to the wider roll out development and evaluation of the Community Mental Health Transformation learning phase, in partnership with other VCS organisations and wider health partners
6. To work in partnership with Primary Care Networks across Worcestershire to ensure effective delivery of the Wellbeing Coaching services within GP practices
7. To work as part of the wider operations team to ensure services are integrated within Onside’s broader delivery and working effectively in all operational aspects
8. To oversee and direct the work of delivery staff, including the development of project action plans, to ensure all contractual requirements are met
9. To manage and ensure the completion of the monitoring, evaluation and assessment processes for all appropriate and relevant services, so that all reporting requirements are met and submitted in line with relevant timescales
10. To ensure effective systems are in place for allocation of work and resources across all allocated services
11. To identify other opportunities to support or develop Onside’s work
12. To network and develop effective partnerships with key organisations, groups and individuals relevant to Onside’s work, including representation at appropriate networking and partnership meetings relevant to allocated services and projects
13. To ensure effective control and management of service budgets
14. To ensure the continuing professional development of all staff ensuring the organisation has the appropriate skills for effective delivery and individuals have opportunties for professional and personal development.
15. To have responsibility for liaison with service users and other stakeholders in dealing with complaints and feedback in relation to allocated Services
16. To ensure the vision and ethos of the organisation is reflected in all activities and a user focussed and person centred approach underpins all Services
17. To work within the organisations quality framework and standards
18. Ensure at all times, service users experience support and contact with the organisation that is user friendly, accessible, responsive to individual needs, warm and professional
19. To manage the planning and delivery of promotional activities to build an awareness of Onside’s Wellbeing Services and to ensure they are widely accessible
20. Provide written and/or verbal reports to the Chief Executive, management team, trustees and funders
21. Contribute to the development of relevant policies, procedures and working practices to ensure the safe and effective delivery of Onside’s services

**Other Responsibilities:**

* Contribute to the strategic planning of Wellbeing and related services
* This role may involve working in different locations and will require you to travel across the counties of Worcestershire and Herefordshire. The ability and means to travel independently are essential.

**In addition, all Onside employees are expected to:**

* Work within the organisation’s stated principles and values, adhering at all times to the organisational policies, procedures and guidelines
* Demonstrate a commitment to equal opportunities, social inclusion and individual empowerment
* Show a commitment to personal, professional and organisational development.
* Contribute to organisational promotional and networking activities.
* Work flexibly and co-operatively with colleagues to support the needs of the organisation and assit with overall Community Services as required

**Onside People:**

* are **passionate** about what they do
* **value difference**
* are **creative** in their approach
* are committed to **fairness and justice**

While the job description provides the main duties and responsibilities for the position, it is not definitive and employees are expected to carry out any additional duties compatible with their skills and abilities. The above may be subject to change and alteration from time to time with the prior agreement of the job holder.

Signed……………………………………………………………. Date………………………………

Print Name……………………………………………………………………………………………...