

## JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title:</b>	Wellbeing Service Manager
<b>Reporting to:</b>	Chief Officer
<b>Responsible For:</b>	Management of Wellbeing Service
<b>Salary</b>	£30507 (pro rata)
<b>Hours</b>	30 Hours Per Week
<b>Holidays</b>	27 Days (Pro Rata)
<b>Duration</b>	12 months with the possibility of extension (subject to funding)
<b>Location</b>	Based in Blackburn with Darwen (working across Lancashire)
<b>Outline of Post</b>	To manage and develop Lancashire BME Network's Talking Therapies offer which includes a Counselling and befriending service.
<b>Duties and Responsibilities</b>	<ol style="list-style-type: none"> <li>1. To manage the delivery of all of our Talking Therapies services.</li> <li>2. To recruit, manage and support Counselling staff and volunteers</li> <li>3. To proactively explore opportunities to develop and grow the service</li> <li>4. To review and adapt project documents and overall model of delivery</li> <li>5. To assess suitability of new referrals, adhering to LBN referral protocols, allocate suitable clients to staff and refer unsuitable clients on to alternative services.</li> <li>6. To deliver counselling support to clients and manage own caseload.</li> <li>7. To explore opportunities to deliver the LBN Talking Therapies in alternative sites across Lancashire.</li> <li>8. To work with the team to develop and submit bids and tenders to develop the service.</li> <li>9. To produce evaluation and impact reports for the service</li> <li>10. To ensure that the service adheres to all national guidelines issued by recognised professional bodies – such as the BACP, NCS etc.</li> <li>11. To work with other providers to share good practice, develop closer working relationships and promote the services.</li> <li>12. To manage the schedule of appointments for the service.</li> </ol>

	<p>13. To perform clinical supervisions with counsellors.          14. To carry out inductions with staff and volunteers.          15. To develop referral pathways both into and out of the services.</p>
<p><b>General Responsibilities</b></p>	<p>To comply with all LBN's policies, including Health and Safety, Confidentiality Safeguarding and Equal Opportunities.</p> <p>To participate in LBN's promotional and social events, in collaboration with the chief officer and other members of staff.</p> <p>To contribute to the mission of LBN to ensure the continuity of the organisation.</p> <p>To perform other tasks associated with the job description as delegated by the line manager.</p> <p>To undertake hospitality duties for LBN visitors.</p> <p>To maintain a clean and safe working environment.</p> <p>To undertake any training as deemed necessary for the role</p>
<p><b>Flexibility Clauses:</b></p>	<p>The nature of this post will require flexibility to meet urgent needs as they arise, this may entail occasional weekend or evening work.</p> <p>This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the service and in keeping with the general profile of the post.</p> <p>Note:          The Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, LBN may affect any necessary change in job content, or may require the post holder to undertake other duties at any location in the organisation's service, provided that such changes are appropriate to the employee's remuneration and status.          As a term of your contract of employment, LBN reserves the right to vary your hours of work &amp; require you to work outside the range of your 'typical working arrangements' specified in your Statement of Particulars. This will also include weekend working. LBN reserves the right, at its discretion, to affect this condition of your employment. Should this be necessary, you will be given reasonable notice of any proposed changes.</p>

<b>Project Officer Person Specification</b>				
	<b>Essential</b>	<b>Desirable</b>	<b>Assessed by</b>	
			<b>Application Form</b>	<b>Interview</b>
<b>Qualifications, Experience and knowledge</b>				
Qualified to Level 5/degree level in Counselling	X		X	X
Direct experience of managing therapeutic services	X		X	X
Experience of increasing uptake of services for marginalised groups and individuals.	X		X	X
Experience of collaborative working with partners across all sectors.	X		X	X
Experience of delivering clinical supervisions	X		X	X
Experience of managing & supporting a staff team and volunteers in a health or social care setting	X		X	X
Knowledge of the needs of BME and marginalised communities and the issues they face generally and in accessing services.	X		X	X
Experience of quality improvement, and compliance with legislative requirements, guided by national standards	X		X	X
<b>Skills / abilities and personal attributes</b>				
The ability to assess, plan and monitor support to achieve & evidence recovery and service outcomes	X		X	X
Good understanding of local provision and opportunities available for disadvantaged individuals	X			X
Planning and prioritising work to timescales and meeting targets	X			X
Excellent communications skills (including written communications, face to face, group work and telephone)	X			X
Excellent time management skills with ability to plan and prioritise a complex workload	X			X
Self-motivated and enthusiastic	X			X
Excellent IT skills including use of Microsoft office and CRM systems	X		X	X
<b>Other</b>				
Ability to work evenings and weekends		X		X
Bilingual (in other language relevant to BME communities)		X		X
Driving Licence		X		X
Own Transport (insured for business use)		X		X