

Job Description

Title: Deputy Operations Manager (Partnerships)

Hours: Full Time, 37.5 hours per week (5 days/week)

Contract: Permanent

Reporting to: Senior Operations Manager (Turning Point); Director of Psychological Therapies and Wellbeing (MindCHWF)

Salary: scp 41- £44613 to scp 44- £47655

Mind in the City, Hackney and Waltham Forest, working in partnership with Turning Point and Antidote, provide the City and Hackney Substance Use service. The service is based in each of City and Hackney's neighbourhoods in order to be accessible, local and inclusive. A full integrated service will contribute to recovery, social inclusion and improving the quality of life of all our service users in the City of London and Hackney borough. It will be shaped by the community needs and voices of service users, carers, families, communities, all staff and volunteers. The service has three elements: *Out There, Everywhere*- specialist outreach, in reach and engagement; *Building Blocks*- low, medium and high-intensity support pathways; and *Get Connected*- building on our local, individual and shared assets to provide recovery capital and peer support. This role will connect the staff teams and service users to wellbeing opportunities within the local community. The role will promote the City & Hackney Recovery Service within the local community through events, social media and local community engagement. They will identify the needs of the client group and provide adequate support.

This role will lead on and build partnerships, grow networks with local partners, and aspire to increase collaborative and effective service in City and Hackney's neighbourhoods. The holder will supervise and support the smooth running of the Communities, Access and Engagement team in keeping with regulations as well as Mind's and service-specific policies and practices in order to provide efficient and high-quality service.

Job Role:

- Nurturing external partnerships across specific areas and being responsible for overseeing and ensuring all appropriate pathways are in place and reviewed
- Maintaining and enhancing appropriate key relationships with statutory and VCS partners who co-locate/joint work with or refer into the service
- Lead on expanding the partnership network on an ongoing basis by identifying opportunities to streamline delivery and maximise joint working
- Manage a dedicated Communities Team and access and engagement team, support community-based interventions and initiatives

- Work as part of the service-wide team developing recovery treatment services that are truly connected to the community
- Help to build recovery infrastructure whilst delivering evidence-based treatment interventions and addressing the wider substance related needs of the community
- Lead on development and management of a broad range of internal and external partnerships including but not limited to, homelessness prevention, outreach, community development and engagement, peer mentoring
- Take a lead role in supporting the teams to improve and adapt to changing demands
- Promote and raise the profile of the service and partners across the boroughs
- Ensure the effective development of partnership throughout the service that meet the needs of clients in accordance with the recovery agenda through:
 - Collaborating with other stakeholders to ensure commissioner expectations, best practice, and learning is captured, shared, and used to inform service planning
 - Reflecting the structure and aims of the service with the involvement of individuals and their family/advocates
- Establish and review joint-working protocols to deliver joined up and effective support, using a population health perspective, reflecting the service's aims
- Oversee the innovation fund, establishing processes and protocols to set it up and the ongoing governance of the fund

General

- To comply with, promote, and contribute to the writing and development of Mind in the City, Hackney and Waltham Forest's Vision, Philosophy, Aims and Objectives and with all organisational systems, policies and procedures
- To work with colleagues and partners within the service to provide a seamless service
- In accordance with the Health and Safety at Work Act 1974, to take responsibility for your own health and safety at work and that of any staff, service users or visitors you are working with, and to report any risks or potential hazards to the Health and Safety Representative
- To keep records and statistics for dissemination to effectively monitor the service, ensuring that all files and information are kept in accordance with Mind in the City, Hackney and Waltham Forest's policies on confidentiality and data protection
- To be administratively self-supporting
- To liaise with other Mind CHWF projects and staff from partner agencies and external stakeholders to facilitate and maintain effective links
- To attend and participate in staff meetings, contributing to discussions and giving reports if needed
- To attend supervision, appraisal meetings, and appropriate internal and external training courses as approved by your line manager
- To attend Mind in the City, Hackney and Waltham Forest staff away days

- To undertake any other tasks and duties commensurate with the post as directed by your manager, or any other senior manager in Mind in the City, Hackney and Waltham Forest

Person Specification

Essential Requirements:

Personal Attributes

- A passion and commitment to supporting good health for individuals and communities
- A valuing of coproduction
- Proven verbal and written communications that can be modified to different situations
- Collaborative team working skills
- Proven negotiating and networking skills with an ability to establish new working partnerships
- Adaptable and resilient to work in a changing and challenging environment
- Ability to deliver against agreed goals, targets and outcomes

Experience

- Proven ability to establish new partnerships and collaboration with agencies, with enhanced negotiating skills
- Significant Management experience
- Track record of developing innovative approaches to community-based collaboration and joint-working strategies

Understanding/Interest

- An understanding and interest in community development and peer support approaches
- Proven knowledge of substance misuse and experience of community-based interventions/collaboration / partnership making

Personal Contribution

- Able to work as part of a team
- Resilient and reflective
- Ability to work under pressure and meet both service and central services deadlines
- Able to work in a changing and sometimes challenging environment
- Excellent report writing skills
- Excellent organisational abilities, able to manage a complex workload

Working with Others

- Strong collaborative leadership skills

- Coaching skills to achieve successful outcomes
- Proven experience in leading teams with an ability to improve and adapt to changing demands
- Ability to prepare and manage the services Business Continuity Plans
- Experience of Microsoft Office suite, Excel and Database systems
- Experience of performance monitoring at a high level
- Good communication skills with staff and partners at all levels

Disclosure and Barring Service (DBS)

- Enhanced check required.

This vacancy is subject to potential incoming TUPE activity and therefore suitable transferring employees would take priority for successful post holders. We reserve the right to withdraw the vacancy at any time'