

JOB DESCRIPTION

Job Title: Operations & Services Manager - Rainbow Mind

Responsible to: Rainbow Mind Director

Salary: Starting salary is £31,438.42 per year (Full-time equivalent), (SC6-SP26) which equates to £18,863.05 per year at 22.5 hours per week.

Hours: 22.5 hours per week

Contract Length: Fixed term one year (six-month probationary period)

Location(s): Working across Rainbow Mind southern (London) & northern (Manchester Hubs). Mainly office-based work in London and occasional office-based work in Manchester required.

About Mind in the City, Hackney and Waltham Forest:

We are a multi-disciplinary provider of specialist mental health services and a part of the Mind Federation. We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention for those at risk of developing mental health issues, or who struggle with common mental health conditions. We currently support around 5,000 people a year through a variety of services focusing on psychological, social, economic and workplace wellbeing, and support minoritised communities.

Our values are:

Working with Mind CHWF means you'll be part of a dedicated, passionate, and professional workforce who cares about the work they do and make a real difference to the lives of the people in the City of London, Hackney and Waltham Forest.

Our values are:

Connected: Creating a compassionate and supportive community.

Fair: We strive for equity- no-one's needs should go unmet.

Brave: We walk with people, offering help by doing what works - proven or new.

We are committed to actively becoming anti-racist in everything we do. This is a critical priority for Mind CHWF. We embrace diversity and understand that being an inclusive organisation that recognises different perspectives, will enable us to provide excellent services.

We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Those with lived experience of Mental Health are encouraged to apply.

DBS clearance at Enhanced (without Barring) is required for this role.

About Rainbow Mind:

We are a part of Mind in the City, Hackney and Waltham Forest (Mind CHWF) and Mind in Salford (MiS). We are an LGBTQ+ led service delivering community specific mental health interventions across City, Hackney, Waltham Forest, Salford and nationwide. Our services are led, designed, and delivered by LGBTQ+ people.

Our Vision:

To create a society where LGBTQ+ people have access to culturally relevant mental health services and where all parts of their identity are welcome.

Our Mission:

LGBTQIA+ Mental Health and Emotional Wellbeing: To deliver inclusive and caring services, and to become a recognised and trusted provider for LGBTQ+ people. Amplifying Voices of lived experience to challenge societal perceptions on LGBTQ+ mental health, and to create services where the impact of intersectionality, race, gender, sexuality, class and disability are better understood. Innovation, Training and Policy: Working and co-creating with other organisations and workplaces to share best practice and innovation, develop policy and increase the reach of LGBTQ+ services.

Rainbow Mind Principles:

The development of Rainbow Mind is guided by key principles co-produced by lived experience of staff and clients.

- Strength-based (enhancing innate capacities and celebrating all parts of identity)
- Intersectionality-informed (all parts of identity welcome, no parts need to be left at the door)
- Trauma-informed (understanding of trauma of intersectional lives and LGBTQIA+ experiences and working with trauma in mental health in a contained and safe way)
- Lived experience leadership (our work is led and delivered from understanding the lived experience of our own mental health and all parts of our identities)
- Non-hierarchical collective approaches (in our work we create this by inviting and welcoming input and leadership from all in our co-creation of services)

Purpose of the post:

Working as part of a team, the post holder will be responsible for leading on operational and services planning and delivery, working in collaboration with Rainbow Mind southern and northern hub leads and other team members. The role will support planning and development of systems and processes to support service delivery across the two hubs and work to ensure that the organisation and services run smoothly and efficiently.

Main Duties and Responsibilities

Operational and Services Planning and Management:

- Leading on the efficient running and development of services, projects and operations
- Contributing to the development of proposals for new areas of work
- Coordinating the implementation of new services and projects
- Managing project budgets, working closely with leads for each RM hub and the Finance teams of each organisation
- Supporting the management of budgets and costs effectively in respect of planning processes
- Representing in internal and external planning and management meetings
- Designing and managing in-house IT and data systems ensuring that they are fit for purpose, at each hub and across the two
- Providing Line-Management to the relevant staff
- Support in co-ordinating communications internally and externally about the services offer across both hubs
- Overseeing performance and development of operations and services

Organisational Systems and processes:

- Developing systems and processes that work alongside with the parent organisations' (CHWF Mind and MiS) already established systems
- Aligning support, planning and reporting across the two hubs
- Working in close collaboration with data and evaluation Team members, human resources and comms staff at each of the hubs
- Supporting the provision of vision, direction and leadership enabling Rainbow Mind to achieve its strategic goals and objectives
- Supporting the management of relationships with existing and potential internal and external stakeholders and partners and developing appropriate networking opportunities

Personal Specification:

The remaining sections outlines what criteria will be used to appoint the suitable candidate. Criteria marked (E) are essential and (D) are desirable.

Experience, Knowledge, Skills, Abilities - Values and Motivations:

Connected: Creating a compassionate and supportive community.

1. Experience of delivering group interventions (E)
2. Experience of working within a multidisciplinary team (E)
3. Persuading, motivating, understanding, empowering, and supporting others (E)
4. Able to maintain professional boundaries and respect confidentiality (E)
5. Fluent written and spoken English, basic numeracy, and literacy skills (E)
6. Excellent verbal and written communication, presentation and interpersonal skills that can be modified to different situations (E)
7. Excellent organisational and time management skills and ability to effectively share plans and processes with others (E)
8. To have an enthusiastic and driven personality and able to influence, motivate and encourage clients and colleagues (E)
9. Experience of communications and marketing to promote services (D)
10. Training and experience in Mindfulness (D)
11. Ability to work as part of a team and develop positive working relationships (E)
12. Ability to present ideas and results to different stakeholders (E)

Fair: We strive for equity - no-one's needs should go unmet.

13. Substantial experience of working in mental health, with clients experiencing a range of disorders and symptoms at varying degrees of severity (E)
14. Lived experience within the LGBTQ+ community (E)
15. Experience of working transculturally (E)
16. Adhering to the ethos of the organisation (E)
17. Commitment to self and service development (E)
18. A passion and commitment to supporting mental health, for LGBTQ+ persons and communities (E)
19. Commitment to supporting equal opportunities in the workplace (E)
20. To be self-motivated and focused and to practice self-care (E)
21. A valuing of co-production (E)
22. An established reflective practice (D)

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23. Previous experience in operations/ services management with evidence of previous projects and capabilities (E)
24. Experience of line managing individuals and teams (E)
25. Experience of effective budgetary and financial management (E)
26. Experience and understanding of human resources processes (E)
27. Experience of working with CRM databases (E)
28. Knowledge of IT systems in the workplace and understanding emerging technologies (E)
29. Good understanding of data protection, confidentiality, safeguarding and risk management and demonstrable examples of putting these into practice (E)
30. Good IT Skills and ability to use MS Office (E)
31. Experience of collecting psychological metrics such as PHQ9/GAD7 (E)
32. Experience of team and lone working (E)
33. Adaptable and resilient to work in a changing and challenging environment (E)
34. Ability to create, implement and oversee operations and services plans (E)
35. Ability to manage own time (E)
36. Ability to deliver against agreed goals, targets, and outcomes (E)
37. Attention to detail and ability to complete tasks fully, independently and as part of a team (E)
38. Ability to work alone and take a lead when hurdles arise or when tasks require completion (E)
39. Ability to be resourceful and resilient with complex problem-solving, decision-making and analytical skills (E)
40. Ability to create, implement and oversee operations and services plans (E)
41. Ability to focus, plan and manage in a busy, sensitive working environment (E)

Qualifications

42. Qualified to degree level or equivalent in experience relevant to the role (E)
43. To hold accredited training qualification or equivalent experience in mental health (E)