

Job Title:	Community Independent Manager
Location:	Nominal base in Exeter and managing staff who are working across Exeter and East Devon.
Reports to:	Chief Executive Officer
Overall purpose:	
To manage the Supporting Independence, Direct Payment, Private Client and Victim Care Contracts, ensuring that our work is focused and recovery driven at all times.	

Key responsibilities and Accountabilities:

1.	Effectively oversee and supervise the work of Community Independent Workers, providing professional advice and support to the team, providing on-call cover when required.
2.	Offering supervision, and preparation of rotas and all tasks associated with line management. Liaise with Commissioners, Recovery Coordinators. Liaising with families and friends within the policies of data protection and confidentiality.
3.	Effectively manage all referrals, ensuring that the referral is appropriate, that the individual is ready for the opportunity of focussing on their recovery and that risks are reasonable and manageable.
4.	Ensure that marketing of our services ensures that our client work matches our capacity.
5.	Develop strong and effective partnership relationships with Recovery Coordinators, Commissioners, other third sector organisations and community organisations that may benefit our clients.
6.	Ensuring that monitoring returns are provided to Commissioners in a timely way. Reporting Incidents to Commissioners and the CEO within 24 hours and working with the local authority to review hourly rates annually where contracts allow.
7.	Lead, develop and motivate staff in providing an effective recovery focused service based around trust and a positive attitude to performance and customer needs. Proactively lead change so staff understand strategic priorities, resource issues and service standards and are able to apply them in their roles. In so doing you will ensure that: <ul style="list-style-type: none"> a. SMART objectives are in place for all staff and these are regularly reviewed and revised as appropriate, and at least every 4 to 6 weeks during the supervision meetings. b. Staff are rated following the annual appraisal of performance and given appropriate constructive feedback, initiating capability procedures when there is unsatisfactory performance. c. Personal development plans are agreed and implemented, and staff attendance is managed effectively. d. Arranging and ensuring staff attend training within the limitations of budget.
8.	Work with the local authority actively to manage crisis and referral into clinical pathways. Taking responsibility for supporting and instructing staff and liaising with the CEO to manage risk.
9.	Monitoring and control of budgetary resources, ensuring that all financial procedures are followed within limitations set out by the Finance Manager and CEO.
10.	Be aware of and follow Mind policies and procedures, with particular attention to standards of customer service, health and safety, and equality and diversity and our vision and values.

Person Specification:

	Essential	Desirable
Qualifications, Training & Education	<ul style="list-style-type: none"> • Educated to level three or considerable experience. • Training in Safeguarding, Health and Safety, Professional Standards, Data Protection and Confidentiality and The Recovery Star. • Clean driving licence and access to a car. 	<ul style="list-style-type: none"> • Training in Solution Focused Communication.
Experience	<ul style="list-style-type: none"> • Extensive experience of working with people who have severe and enduring mental health difficulties who are experiencing crisis. • Experience of working in a recovery approach environment. • Experienced in recruitment and management of staff and volunteers. • Experience of leading, motivating and developing teams. • Experience of working to deadlines and targets. • Experience of developing focused recovery programmes. • Experience and a good level of knowledge of Microsoft Office. 	<ul style="list-style-type: none"> • Experience of working with volunteers in a variety of settings. • Experience of using Views data management.
Personal Qualities and Attitude	<ul style="list-style-type: none"> • Ability to influence, motivate, direct and enhance the performance of a team in achievement of goals. • Ability to develop and maintain effective relationships with colleagues and customers. • Ability and desire to actively seek out new solutions, tasks, opportunities or developments that improve the Company's ability to achieve its objectives in a more effective and efficient manner. • Excellent planning and organisational skills • Tolerant of stressful situations, with an ability to adapt to change. 	

Note: You are also required to undertake any other duties within your capabilities as may be reasonably required. This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the Charity.