

JOB DESCRIPTION



Job title:	Services Delivery Lead
Type of post:	Part Time (0.4 FTE)
Salary:	£26,000-29,000 (pro rata),
Hours:	15 hours a week usually 15:00 – 23:00, but with regular daytime work required. This is shift work, rotas will usually be agreed at least one month in advance.
Reporting to:	Head of Services

Values and Principles

SANE's Services work within a set of values and principles:

Values

- Acceptance
- Safety
- Compassion
- Empathy
- Hope
- Understanding

Principles

- 'Caller first'
- Excellence
- Safeguarding as our priority
- confidentiality
- Honesty, trust and respect
- Responsibility

Role Overview

To ensure the effective day to day running of SANE's services in order to provide high quality emotional Support, information and guidance to people affected by mental illness, including professionals, families, friends and carers.

- To lead, on a day to day basis, the delivery of our volunteer led services.
- To ensure that services are delivered safely and in line with the law.
- Deliver the training, induction, selection and development programme for our volunteers.
- To support volunteers operating across our services.
- Help SANE meet our quality and delivery targets.

To lead, on a day to day basis, the delivery of our volunteer led services

- Ensure that volunteers are supported to undertake their role.
- Ensure that the work environment is prepared for the volunteers to undertake their role.
- Maintain an overview of the workload for each shift and ensure this is being allocated appropriately, for example, in accordance with training, skills and abilities.
- Keep volunteers up to date on any key service information they need.
- Ensure that volunteers are supported to meet our quality standards and delivery targets where appropriate.
- Provide a clear written report at the end of each shift.

To ensure that services are delivered safely and in line with the law

- Keep abreast of all relevant legislation and regulatory standards.

- Have a detailed understanding of national, local and organisational safeguarding policy and procedures and how this applies to all SANE's Services.
- Act within, and support the volunteers to act within, relevant legislation and regulatory frameworks
- Report any incidents to the relevant Line Manager within given procedural timescales
- To escalate any emergencies to the 'on call' manager.
- Maintain a training record for the volunteers you are the 'link' delivery lead for.
- Ensure you meet with the volunteers you are link delivery lead for at least twice a year and that you make a record of this meeting
- Ensure that any issues that arrive during training or on shift that could present a practice issue are appropriately addressed, including discussing this with a line manager if needed
- Attend all relevant training (for example LSCB training) as directed by the Head of Service

Deliver the training, induction, selection, development and support programme

- In accordance with the given programme, and your shift pattern, lead the delivery of: induction, recruitment, training, and development sessions
- Play a key role in the assessment of volunteers performance and development needs at all stages of training, probation and delivery.

To support and supervise volunteers operating across our services.

- Provide a link service delivery lead role to your allocated 'link' volunteers
- Respond to any work relevant welfare issues that arise during the shift and ensure that volunteers are effectively supported to undertake their role. Report any issues were appropriate to the Volunteer Strategy and Delivery Manager
- Provide constructive feedback to volunteers which helps them develop their practice and enables them to grow in their role

Help SANE meet our quality and delivery targets

- Take a continuous improvement approach to development of the services and the delivery teams' practice, ensuring day to day delivery issues are rapidly addressed and resolved.
- Work with the services management team.
- To ensure that any identified service issues, risks or opportunities are quickly attended to.
- Using the given frameworks and tools to collect, feedback and outcomes data

Other responsibilities

- Work closely with the communication, media and fundraising teams to ensure the voice and experiences of those using our services is effectively communicated, this will include the provision of case studies where appropriate
- To have a commitment to one's own personal and practice development
- Attend supervision, one to ones and team meetings
- To deal with and/or report any issues to appropriate staff, including those that relate to volunteers, service users or practical issues (office, provisions, IT, telecoms, health and safety)
- To undertake any other duties commensurate with this role and asked of you by the Head of Services or other member of SMT

Person Specification

	Essential or Desirable
Experience	
Experience of working in a mental health service	Essential
Experience of working in a service primarily delivered by volunteers	Essential
Experience of working on a mental health helpline or in similar setting or experience of working in a mental health setting where services are delivered remotely.	Essential
Experience of digital service delivery	Essential
Significant experience of supervising volunteers	Essential
Experience of gathering output , outcome and feedback data	Desirable
Significant Experience of delivering training to a range of audiences and using a range of approaches	Essential
Knowledge / qualifications	
Mental health qualification (for example counsellor, psychotherapist, mental health nurse) or with significant experience of working in a relevant sector	Essential
Good general knowledge of the mental health system , how to access the mental health system, treatment and routinely-used mental health legislation.	Essential
Knowledge and understanding of support structures and options for service users and carers	Essential
Approach	
A commitment to putting 'callers' first: approach service delivery with a focus on putting those using the service first and on ensuring we can evidence the benefit of the service to them	Essential
Committed to our service values	Essential
Committed to our service delivery principles, especially our principles of safeguarding and confidentiality	Essential
Committed to excellence and embedding quality assurance	Essential
Able to work within and contribute to the development of organisational procedures	Essential
Able to work flexibly	Essential
Able to respond well to, and manage others effectively in, a changing work environment.	Essential
Has a 'continuous improvement' approach to work	Essential
A work ethos underpinned by a commitment to equality and diversity	Essential
Committed to ongoing professional Development	Essential

Skills and Attributes	
Excellent interpersonal skills	Essential
Strong communication skills both verbal and in writing	Essential
A comprehensive understanding of the practice and use of effective feedback	Essential
Personal resilience and able to work under pressure	Essential
A strong customer focus: ensure our 'callers' and their need which ever channel they contact us through are put first in all decision making	Essential
Able to work effectively as part of a team and independently	Essential
Able to exercise sound judgement based on logical thinking	Essential
Effective Organisational and planning skills	Essential
The ability to support, monitor and motivate volunteers / staff	Essential
Competent in: word processing, Excel , outlook	Essential
To be able to input and extract data from the Databases SANE uses (Icarol, Csoft, Excel, and other SQL databases) training will be provided	Essential