



Job Description and Person Specification

Position:	CYP Advice Team Leader (Help Through Crisis Project)
Salary:	£29,055 (pro rata) £20,339 (actual) Fixed term until 31.05.2021
Hours:	24.5 hours per week
Base:	YASP, 832 Stockport Road, M19 3AW (<i>moving soon, but in same area</i>)
Reporting to:	Manager of Children and Young People (CYP) Services
Working with:	Staff and volunteers from Manchester Mind, service users, and partner organisations (GMCDP and Centrepoint)

Background

We believe in the power of effective advice and information and that it can have a positive impact on mental health. Manchester Mind is committed to a model of advice delivery (from form-filling to representation and everything in-between) as a way of ensuring people who are facing mental health difficulties or distress can access relevant benefits as well as support to overcome debt and housing problems. We believe in working collaboratively with other specialist agencies to improve the experience of people who need social welfare advice e.g. homelessness services, mental health services, disabled people's organisations.

Purpose of the job

To manage the Help Through Crisis Partnership Project, ensuring effective delivery of successful advice and other positive outcomes for young people, as defined in the project plan. To manage Manchester Mind advice staff based at YASP and provide casework/practice supervision to them and to the advisor at GMCDP. To work closely with the Advice Manager at Manchester Mind to ensure consistency and quality of advice provision across the two Manchester Mind sites. To maintain good relationships with the National Lottery and with project partners - Greater Manchester Coalition of Disabled People (GMCDP) and Centrepoint.

Main duties and responsibilities

1. Manage and monitor the project's delivery plan to ensure all outcomes are delivered in line with funding requirements and the requirements of the Partnership Board.
2. Manage and supervise the Manchester Mind Advisors to deliver high quality advice services, supporting them to supervise the project's volunteers.
3. Provide regular casework/practice supervision for the Manchester Mind advisors and for the two part-time advisors based within GMCDP and Centrepoint, as required.
4. Offer consultative expertise to other staff within Manchester Mind's Children and Young People's services.

5. Provide guidance to advisors within the project on complex cases and changes to the welfare rights entitlement of young people, organising regular caseworker meetings for advisors to provide feedback as well as support to each other.
6. Oversee and monitor the use of a client emergency fund.
7. Working with the Marketing and Communications Manager, ensure effective publicity and marketing for the project.
8. Maintain effective monitoring and evaluation systems for the project.
9. Produce monitoring information and project progress reports for the National Lottery, the project's Partnership Board, and for Manchester Mind's trustees, as required.
10. Co-ordinate participation and service user involvement across the project, ensuring the experiences of young people are embedded in the development, delivery and evaluation of the project.
11. Develop good working relationships and referral pathways to other Manchester Mind and partner services.
12. Maintain good communication links between partners and the National Lottery.
13. Ensure the project runs in a co-ordinated and efficient way.
14. Monitor and manage risk throughout the project.
15. Ensure that all staff have adequate training.
16. Contribute to activity to ensure the longer-term sustainability of the project.
17. Oversee the evaluation of the project.
18. Support the Manager of Services for Children and Young People and the Manchester Mind Service Director with any HR issues relating to staff on the project.
19. Implement any changes that might be needed with regard to the running of the project to ensure outcomes are reached.
20. Develop beneficial relationships with external organisations for the benefit of the project and its service users.
21. Work with colleagues when required across other local Minds in Greater Manchester as the Mind in Greater Manchester partnership develops.

Professional Responsibilities

1. Maintain a professional and confidential approach to work at all times.
2. Actively participate in regular supervision sessions, and team meetings as required.
3. Attend appropriate training courses or other learning activities as agreed with the Manager of Services for Children and Young People.
4. Represent Manchester Mind at external meetings as necessary, deputising for the Manager of Services for Children and Young People as requested.
5. Work within Manchester Mind's Advice Quality Standards, to ensure safe and quality practice.
6. Ensure data is managed in compliance with General Data Protection Regulations.
7. Create positive relationships and treat all staff, volunteers and members of the public with dignity and respect, adhering to Manchester Mind's core aims, values and beliefs, and adhering to equal opportunities and diversity statements and policies.
8. Participate in raising awareness of the rights and entitlements of children and young people with other statutory and non-statutory agencies.
9. Work outside normal office hours on occasions, as required to meet the needs of the service.
10. Carry out other duties as requested by the Service Director or Board of Trustees.

Person Specification

All person specification points are essential and are specific to this post.

Knowledge and Experience

- Experience of managing and developing an accessible social welfare advice service, in a way in which staff, volunteers and people using the service feel involved and valued.
- Substantial knowledge of the legislation relating to all aspects of welfare benefits and good general knowledge of debt and housing law, in order to support staff effectively, provide excellent casework supervision and carry a small caseload.
- Experience of supervising staff or volunteers, and ability to do that in a way that supports a feeling of belonging and acceptance.
- Experience of working collaboratively, including developing pathways and/or referral routes that are of benefit to and involve the people who use the service.
- Good knowledge of legislation relating to children and young people, including Child Protection and safeguarding.

Skills and personal qualities

- Ability to manage partnership projects.
- Ability to use monitoring and evaluation processes and to write funding reports throughout the lifetime of a project to demonstrate its impact and evidence progress.
- Strong organisational and time management skills.
- Excellent written and verbal communication skills.
- Commitment to working collaboratively, enabled by clear and meaningful communication
- Ability to generously share skills and talents to build strengths.
- Excellent IT skills, sufficient for effective electronic communication and document management, for producing high quality reports/presentations, and for producing and maintaining project plans.

This job description may be subject to joint review from time to time between the post-holder and Manchester Mind, and as such is liable to amendment.

