**WELLSPRING SETTLEMENT**

**Job Description**

Post:  **Community Access Support Service Manager**

Responsible to: Co-Director (in temp structure to Dec 2020)

**Salary:** **Scale G** Pts 30 – 33 £26,822 - £29,323 pro-rata (successful applicants start at the bottom of the scale)

**Hours:** 28 hours per week (contract currently runs to end Sept 2021, any extension subject to funding)

**Job Purpose:**

To manage the development and delivery of the Community Access Support Service (CASS).

**Service description**:

This service was commissioned by Bristol Clinical Commissioning Group (now Bristol, North   
Somerset and South Gloucestershire CCG) to work with community, equality and faith groups to improve awareness of mental health and to provide better links to mental health support services in Bristol.

The service is managed by Wellspring Settlement on behalf of the Healthy Living Consortium, a partnership of three organisations across Bristol; Wellspring   
Settlement in Inner and East Bristol, Knowle West Health Park in South Bristol and Southmead Development Trust in North Bristol.

**Main Duties and Responsibilities**

**Management**

* Together with members of the Healthy Living Consortium, to deliver the workplan for the Community Access Support Service
* Convene and support the CASS Steering Group, ensuring broad and diverse representation
* To monitor spend against budget
* Directly line-manage CASS Communications Officer and Wellspring’s CASS Networker
* Co-line manage CASS Networkers based at Knowle West Health Park and Southmead Development Trust
* Lead the CASS Team in meeting performance indicators and quality standards agreed by the Healthy Living Consortium and commissioners
* Lead the CASS team in design and implementation of evaluation for the service.
* Lead the CASS Team to respond to feedback from community, faith and equalities groups
* Ensure data collection, entry and reporting is current and accurate to support the continuing learning built within the CASS Service
* Develop and maintain relationships with individuals in community, faith, equality groups and primary and public health organisations and agencies. Some will be geographically based and some will communities of interest.

**Working across mental health providers and Clinical Commissioning Group**

* Attend strategic and provider meetings as appropriate
* Develop and maintain relationships with the managers of other mental health providers, both statutory and vcse sector and with CCG
* Support CCG to develop publicity and marketing materials that are accessible and appropriate
* Provide feedback to mental health service providers to support the development of service delivery models based on feedback from community, faith and equalities groups
* Support the facilitation of the Bristol Mental Health Equalities Diversity and Inclusion Working Group
* Advocate and help facilitate the model of co-production across mental health providers by linking providers to community groups to enable the co-production of communication materials, deliver workshops and inform service improvement
* Negotiate with Public Health, Bristol City Council on the resources dedicated to the delivery of generic mental health and wellbeing courses
* Identify and work with potential partners who can deliver courses that support wellbeing and raise awareness of mental health

**General Duties**

* To carry out any other duties as may be required and in keeping with the level of the post
* To implement appropriate organisational policies and in particular the Equal Opportunities policy
* To participate in training and team meetings as required
* To be able to work occasional evenings or weekend
* To take up appropriate opportunities for own continued professional development and participate in Wellspring Settlement appraisal system
* You may be required to work across the Wellspring Settlement sites.

| **Community Access Service Manager Person Specification** | | |
| --- | --- | --- |
|  | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | * Relevant NVQ Level 3 or equivalent qualification or experience | * A qualification in community work, social work, public health, mental health or substance misuse |
| **Experience** | * Experience of working with diverse communities * Significant experience of community development work * Experience of partnership working * Experience of line management * Experience of project management * Experience of monitoring service outputs * Experience of producing reports, making presentations and facilitating meetings * Experience of evaluating outcomes | * Experience of contract management * Experience of setting budgets and monitoring spend * Experience of strategic management or planning * Experience of developing communication materials |
| **Specific Skills/ Knowledge** | * Knowledge of voluntary, community sector services city wide * Knowledge and/or experience of Equalities, Diversity and Inclusion practices * Excellent communication skills, both written and verbal * Knowledge of the issues facing communities and their access to mental health and wellbeing services * Able to meet and work to deadlines * Co-production and facilitation skills * Able to communicate with people at all levels * Competence with O365 tools. | * Knowledge of secondary mental health care * Strong negotiation skills * Ability to manage change and problem solve |
| Attitudes/Personal  Characteristics | * Demonstrable commitment to equality and equal opportunities * Ability to form good relationships with others * Enthusiasm and commitment to co-production and the model of asset-based working * Ability to lead a team * Be able to be systematic and methodical when working * Willingness to work to rules of confidentiality * Willingness to work as a resource to others * Capacity to work flexibly and adapt to changing work levels * Capacity to work under pressure |  |

JRG date: 08/10/2020