

**JOB DESCRIPTION**

This post is restricted to women only as a genuine occupational requirement under Schedule 9 of the Equality Act 2010

**Job Details**

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| **Job Title:** | Operations Manager |
| **Hours of work:** | Full time 37 hours per week |
| **Responsible To:** | Chief Executive Officer |
| **Accountable To:** | Board of Trustees |
| **Responsible For:** | The Leadership and Management of Operations and Services of Mothers for Mothers. Member of the Senior Leadership Team. Project development and delivery as agreed with the CEO |
| **Pay:** | £33,625.00 FTE |
| **Contract:** | 12 month fixed term contract (potential to extend) |
| **Location:** | Mothers for Mothers, New Fulford Family Centre, 237-239 Gate House Avenue, Bristol BS13 9AQ  The majority of the work will be on site. Travel to locations around BNSSG will be required. Some working from home may be agreed. |

**Main Purpose of the Job**

**The post holder is responsible for ensuring the smooth running of the Mothers for Mothers Services**

* To provide operational leadership, management, performance review, maintain quality, monitoring, improve ways of working, develop staff and lead the development and implementation of the MfM Services for the benefit of our clients.
* Representing MfM at a senior and strategic level with external partners.
* Support and build strategic direction for MFM.
* Deputise for the CEO and to ensure that current and future operations continue on a sustainable and viable basis and can evidence positive outcomes and value
* Work as a member of the Senior Leadership Team to develop, grow and sustain MfM.
* Managing the office and the staff team and any of their direct reports to include volunteers, sessional workers and placement students.
* Manage and develop the Volunteer Program.
* Communicating and liaising with the internal staff/volunteer team and external agencies and services to include liaising with other mental health/ maternity care service providers and VCSE organisations to cross-refer.
* Delivering training sessions for staff and volunteer, sessional workers and placements.
* Managing regular Co-ordinators meetings
* Offering quarterly management supervision to staff team.
* Offering regular management supervision group for volunteers.
* Assist with the co-ordinating of supervision arrangements for the Staff team and placement students.
* Publicise service across Bristol, North Somerset and South Gloucestershire
* Demonstrate an ability to empathise, encourage and support women towards recovery.
* Promote MfM services to women during activities, as appropriate.
* Collect and collate data, arrange for completion of monitoring and evaluation forms. Write timely reports giving feedback on the services for the CEO and for project funders.
* Work in close collaboration with MfM colleagues in the development of the services to act in the best interests of MfM at all times.
* Triage and manage the waiting lists for the services.
* Supporting women as required within project work.

**Accountability**

The duties and obligations outlined in this job description are a guide to the current and main responsibilities of the post; they will inevitably vary and develop, and the role specification will be reviewed. Changes will be subject to consultation with the post-holder. The post-holder will be required to agree and review annual objectives with the Chief Executive Officer.

**Works with**

Mothers for Mothers staff

Volunteers

Counsellors and Art Psychotherapists

Clients

Trustees

Key external stakeholders and partners.

(To include health care professionals, NHS services, VCSE organisations, funders and any other stakeholders).

**Principal Duties and Responsibilities**

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| 1 | To provide effective operational leadership, management and performance review and lead the development and implementation of the Mothers for Mothers Services and Operations to include management of the REACH service and management of the office. Work in close collaboration with Mothers for Mothers colleagues in the development of the services and to act in the best interests of Mothers for Mothers at all times. |
| 2 | To oversee and ensure effective operation of all services having Oversight of all Standard Operating Procedures, Risk Assessments and associated paperwork, ensuring all is kept up to date. Create an environment of continuous improvement and addressing any issues as they may arise. |
| 3 | Ensure staff are following the SOP, using lone alert where appropriate and completing all required paperwork. |
| 4 | Assist in the delivery of the Triage process. |
| 5 | Have oversight of the management of waiting lists for all services. |
| 6 | Attend regular supervision with the CEO reporting on the full portfolio of responsibilities to ensure accountability. |
| 7 | Use the Views database, ensure and manage an effective booking system / waiting system with an appropriate record of clients contact details. Work with the database provider to develop our use of Views and make new builds for changes in reporting requirements of funders. |
| 8 | Liaise with other health service providers (such as GPs, midwives, health visitors, the specialist community perinatal mental health service, MALT team, MECSH team, New Horizons MBU, PIMHS, local maternity services and hospitals, Family Nurse Practitioners, Social Services, VCSE organisations and all other organisations we collaborate with within our system). |
| 9 | Attend the Multi Agency Perinatal Consultation meeting. Taking referrals from the MfM team to this meeting. Offering appropriate information sharing where clients are shared across services. Contributing to discussions about client care pathways. |
| 10 | Lead and manage the Volunteer programme to include, recruitment, training, supervision, maintaining the Volunteer handbook and associated documents. |
| 11 | Work in partnership with the CEO to create new staff posts and to change the staffing structure when required. |
| 12 | Assist in recruiting, interviewing, selecting, motivating, training, supporting and supervising staff to work in the services. |
| 13 | Work in partnership with the CEO regarding HR issues and in seeking advice from external HR advisors. |
| 14 | Contributing to training and support of the wider staff team, placements and volunteers at Mothers for Mothers. |
| 15 | Work in partnership with the CEO on developing the MEAL process to include review of the service evaluation questionnaires to ascertain what is working well and what requires improvement. Take part in the monitoring process. Prepare monthly figures for the administrator and quarterly reports for the CEO. |
| 16 | Ensure end of service documentation and questionnaires are completed. |
| 17 | Effective and professional communication with clients and stakeholders. |
| 18 | Assist in the provision of external clinical supervision process. |
| 19 | Organise and managing regular Co-ordinators meetings |
| 20 | Offer quarterly management supervision to staff team and a regular management supervision group for volunteers. Ensure a culture of continued professional development is cultivated. |
| 21 | Inviting sessional workers, placements and volunteers to attend regular staff training and meetings when appropriate and when it fits in with their schedules. |
| 22 | Attending weekly staff meetings and Thursday training session. Work in partnership with the CEO re provision of regularly staff training. To participate in the regular review of organisational policies and procedures and ensure compliance through information sharing at staff meetings and training. |
| 23 | To be competent in use of appropriate technology and software and ensuring the team are able to use the technologies to be able to deliver remote sessions when required. |
| 24 | Assist in the develop publicity materials to promote and advertise the services. Publicise the services across Bristol, North Somerset and South Gloucestershire. Provide updates for web base content, social media, service information leaflets and for the wider Mothers for Mothers team. |
| 25 | Identify potential sources of funding for the continuation of the services and providing information and evidence to the CEO to support funding applications. |
| 26 | Work in partnership with the SLT to deliver the Charity’s Strategy and development plan and to reach other targets determined by the funding and business objectives. |
| 27 | Work in partnership with the SLT and lead on Co-production projects with current and former clients. |
| 28 | Attend Mothers for Mothers PGM and other meetings as requested by the CEO. |
| 29 | Work in partnership with the SLT in relation to keeping clear financial records and contributing to budget setting information to the Board of Trustees. |
| 30 | Work with the SLT in preparing content for the Board and for Staff Away Days. |
| 31 | Work within all Mothers for Mothers policies and the information contained in the staff handbook. |
| 32 | Act as a joint Safeguarding Lead and work as part of the Safeguarding team attending Safeguarding Audits. |
| 33 | Demonstrate an ability to empathise, encourage and support women towards recovery/discovery. |
| 34 | Making appropriate onward external referrals. |
| 35 | Signpost and make referrals to other organisations and services that may be of benefit to clients. |
| 36 | Making appropriate internal referrals to other Mothers for Mothers services to women at the close of specific interventions to ensure wrap around care. |
| 37 | Manage all the staff teams including the Client Care team. |
| 38 | Design a project delivery model for the different aspects of the client care team role and attend Client Care Audits. |
| 39 | Support and be in regular contact with mothers and birthing people who may present as complex and/or have experienced trauma and may have intersecting needs. |
| 40 | Expect to arrange or provide cover for staff sickness, holidays, other absences across the service delivery when required. |
| 41 | Ensure clients are informed of any changes to services in a timely manner. |
| 42 | Help clients to understand what to expect from the services. |
| 43 | Maintain clear, confidential client records. |
| 44 | Manage and deliver project work as agreed with the CEO. Maintain budget records to enable CEO to report back to the project funders. |
| 45 | Represent the Chief Executive Officer at external meetings / events as required. When required accompany the CEO to meetings/events with professionals and our collaborators to promote our services, raise awareness of and reduce stigma attached to Maternal Mental Health.  Speak at public event when required. |
| 46 | Participate in monthly Clinical Supervision sessions. |
| 47 | Provide regular updates to the CEO on service delivery, progress and issues as they arise. |
| 48 | Prepare information and contribute to annual appraisal |
| 49 | Prepare information and contribute to conducting staff appraisals in conjunction with the CEO. |
| 50 | Contribute to information submitted to the Board for their quarterly meetings to include contributing to the update of the Risk Register and the Register of Interests. |
| 51 | Attend training to develop relevant knowledge and skills as required and agreed with the CEO. |
| 52 | Ensure equality, diversity and inclusion matters are addressed in Mothers for Mothers work and to promote a client centred culture of flexible support is provided to clients with lived experience at its core. |
| 53 | Carry out any other reasonable duties within the overall function, commensurate with the duties of the post. This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in requirements. Any such changes will be discussed with the postholder prior to the changes being made. |

**Review of this Job Description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

**Safeguarding**

At all times promote and maintain the safety of children by working according to the Mothers for Mother’s Safeguarding Policy and supporting guidance. Being pro-active and responsive to safeguarding concerns by early reporting, recording and referral of issues to the Safeguarding Lead. Attending safeguarding training that is appropriate to your role.

**Confidentiality**

The post holder will maintain appropriate confidentiality of information relating to the Mothers for Mother’s, individuals and client information. The post holder will be expected to comply with all aspects of the Data Protection Act.

**Equality, Diversity & Inclusion**

Mothers for Mother’s is committed to achieving equality of opportunity for all staff and for those who access our services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.

**Risk Management / Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors. Mothers for Mothers operates a non smoking policy at all venues and places of work.

**Records Management**

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records about the service in accordance with Mothers for Mothers policy, including email documents and with regard to the Data Protection Act and any other relevant statutory requirements.

**Policies & Procedures**

Mothers for Mothers employees are expected to follow organisational policies and procedures. Copies of Mothers for Mothers policies can be accessed via the Administrator

**Person Specification**

Please ensure that you read the person specification carefully, as this will be used as part of the shortlisting and interview process.

Minimum required standard E = Essential, D = Desirable

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| **Training** | **Essential** | **Desirable** |
| Good general education (GCSE, NVQ level 3 or equivalent level of experience) | X |  |
| Educated to Degree level or equivalent |  | X |
| Training in Peer Support work from recognised body / organisation |  | X |
| Counselling training (preferably to nationally recognised Diploma level) |  | X |
| **Experience/Knowledge** |  |  |
| Previous lived experience of Maternal Mental Illness | X |  |
| Knowledge and understanding of perinatal/maternal mental illness. | X |  |
| Relevant previous or current employment or voluntary work with people in mental and emotional distress. | X |  |
| Working knowledge of the public or charity sector | X |  |
| Experience of managing service delivery | X |  |
| Experience of manging a team including performance, sickness, absence etc | X |  |
| Administration experience to include the management and operations of systems, procedures and audit, and reporting systems. | X |  |
| Experience of managing budgets |  | X |
| Experience of project planning, management or setting up services | X |  |
| Experience of delivering support groups |  | X |
| Experience of Liaising with Health Professionals and other Mental Health Services | X |  |
| Experience of selecting, motivating, training, supporting and supervising staff, placements and volunteers. | X |  |
| Experience of project planning, implementing strategy, or setting up a service and experience of writing and adhering to standard operating procedures. | X |  |
| Experience of Co-production |  | X |
| Knowledge of safeguarding issues | X |  |
| Knowledge of current legislation and policies relating to children and families |  | X |
| Knowledge of working in a Trauma informed way and creating psychologically safe environments | X |  |
| Knowledge and understanding of discrimination within mental health systems. Understanding barriers to women seeking support for perinatal mental illness and strategies to overcome these. | X |  |
| Knowledge of Risk Assessment and workplace Health and Safety |  | X |
| **Skills** |  |  |
| Active & effective Listening Skills | X |  |
| Ability to maintain confidentiality and an understanding of GDPR | X |  |
| Ability to work independently, to organise own workload and priorities, use own initiative and have a positive and creative approach to tackling tasks | X |  |
| Ability to collate data and to present outcomes as part of a monitoring, evaluation and learning process | X |  |
| Ability to signpost and to make appropriate onward external referrals / warm transfers whilst ensuring alongside support provision is in place | X |  |
| Good understanding of boundaries: the limits of your capabilities and of what Mothers for mothers can offer within the constraints of the service | X |  |
| Strong communication skills to include report and process document writing | X |  |
| Strong written, verbal communication and interpersonal skills | X |  |
| Proficient IT (word, excel, powerpoint, database, email, internet skills) and administrative skills. | X |  |
| Excellent time management skills. | X |  |
| Exceptional attention to detail. | X |  |
| Understanding and experience of marketing and using social media platforms to maximise communications impact. |  | X |
| Leadership skills to include the ability to consult and share decision making with SLT | X |  |
| **Other Requirements** |  |  |
| Willingness and ability to travel | X |  |
| High standards of professionalism | X |  |
| Willingness to complete other duties and commitment to supporting all aspects of our work, and in helping develop Mothers for Mothers. | X |  |
| Flexibility and willingness to work some evenings to meet the needs of the role as required. | X |  |
| Commitment to EDI | X |  |
| Commitment to personal and professional development | X |  |
| Understanding of the core aims and values of MfM | X |  |

**Application Form**

Post: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Closing Date**:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Advertising**: Please state where you saw this job advertised \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**CONFIDENTIAL -Personal details:**

|  |  |
| --- | --- |
| Title: |  |
| Name: |  |
| Address: |  |
| Postcode: |  |
| Telephone: |  |
| Email: |  |
| DBS information: |  |
| Date of Birth: |  |

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| Please give details of all time off sick during the last 12 months including length of time and reasons: |  |
| When would you be available to take up the post? |  |

**Employment history:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Current Employer/organisation | Start Date | Job Title | Salary | Notice Period | Brief description of Duties |
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| --- | --- | --- | --- | --- | --- | --- |
| Previous Employers/organisations | Start/Finish Date | Job Title | Salary | Notice Period | Brief description of Duties | Reason for leaving |
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**Qualifications and Training:**

**Please list most recent first (including any MfM training completed as a volunteer)**

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| --- | --- | --- |
| **EDUCATION, VOCATIONAL / PROFESSIONAL QUALIFICATIONS & TRAINING** | | |
| Qualifications/Training | Dates | Results |
|  |  |  |

**Please describe skills you can bring to this role limited to 500 words.**

**Relate your experience to the headings in the person specification. Do not attach any additional information.**

**Supporting Statement to include why you are interested in this post:**

**(Please limit to 500 words)**

**References:**

Please give names and addresses of two referees, able to comment on your suitability for this post, one of whom must be your present/most recent line manager (paid or voluntary work). If you have not had any previous employment, a professionally qualified person is acceptable.

|  |  |  |
| --- | --- | --- |
|  | Reference 1 | Reference 2 |
| Name |  |  |
| Job Title |  |  |
| Relationship to you |  |  |
| Address |  |  |
| Postcode |  |  |
| Telephone |  |  |
| Email |  |  |
| Can the reference be taken at any time | Yes/NO | Yes/NO |

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| --- |
| DECLARATION I declare that, to the best of my knowledge, the information provided in this application is correct and complete. I understand that false information or deliberate omission of any material facts may result in dismissal or the withdrawal of a job offer.  Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| ***Thank you for your time and interest in completing this application form.***  ***When you have completed this form please check that you have provided details as requested.***  ***Please do not include attach any additional information or include a CV as this will not be considered by the interview panel.*** |

Please return your application to [maria.viner@mothersformothers.co.uk](mailto:maria.viner@mothersformothers.co.uk)

If we would like to invite you for an interview we will contact you and will ask any for any special requirements or reasonable adjustments to enable you to attend.