

SENIOR SERVICE MANAGER FOR SAFE HAVEN

Job Description

Job Title	SENIOR SERVICE MANAGER FOR SAFE HAVEN (WELLBEING)
Service/Team	Wellbeing Services
Geographical area covered/Service area	Oxfordshire
Location/Base	Osney Mead office/hybrid working, with travel to services across Oxfordshire
Accountable to	Head of Wellbeing Services
Direct reports	Team Manager
Summary of Responsibility	Leading the Safe Haven team to deliver an excellent, person-centred service delivery model of care; leading development of a change programme to prime successful retendering Nov/Dev 26; mentoring and supporting our highly able Team Manager to deliver quality and performance of contracted service delivery including contracted KPIs and deliver improvement plan; strengthen relationships and credibility with commissioner; lead on the tender development and, with support from Head of Finance, oversee budget management.
Period	ASAP Temporary for approximately 6 months, to be negotiated
Hours/Flexibility	22 hours per week. Flexible working options available, occasional evenings / weekends
Grade	Grade 2,
Salary Range	£53,854 pro-rata.

Service Purpose

The Services Directorate brings together the collection of services provided by Oxfordshire Mind that enable our purpose:

We promote good mental health through the provision of high-quality services and campaigning for positive change.

The Services Directorate includes Wellbeing and Housing services, working collaboratively to provide effective, inclusive and responsive support for people experiencing mental health issues or poor mental wellbeing.

Team Purpose

The Wellbeing Service encompasses a wide variety of services that provide support to those struggling with their mental wellbeing, including:

- Wellbeing Centres throughout the county
- The Information Service, including the information line, website and Oxfordshire Mind Guide publication
- Physical Activity and Wellbeing
- Oxford and Banbury Safe Havens alternatives to NHS support for Mental Health crises
- Embedded workers offering evidence-based 121 support in Primary and Secondary Care in Oxfordshire and Berkshire
- Services for Children and Young People

The Senior Wellbeing Service Manager will support the leadership, development and continuous improvement of our Safe haven, Crisis Alternative Service, readying us for successful retendering while ensuring services are safe, effective, high quality, contractually compliant and aligned with Oxfordshire Mind's values and strategic objectives.

Job Purpose

The Senior Wellbeing Service Manager will provide senior operational leadership across designated Wellbeing service areas, reporting to the Head of Wellbeing Services to translate organisational strategy into effective operational plans and high-quality service delivery.

The role will oversee the delivery, development and performance including resource planning, budget management, contract compliance, business continuity, safeguarding, quality assurance and risk management.

The Senior Wellbeing Service Manager will provide leadership and support to managers and teams, enabling a high performing, values-led and engaged workforce. They will build positive relationships with internal colleagues,

external partners, commissioners, funders and stakeholders, representing Oxfordshire Mind professionally and contributing to wider organisational development.

The post-holder will deputise for the Head of Wellbeing Services as required and will actively contribute to the development of a consistent, collaborative and improvement-focused Wellbeing management culture.

Key Responsibilities

Leadership and people management

- Provide senior operational leadership across Safe haven, ensuring the service is safe, effective, inclusive, person-centred and aligned with Oxfordshire Mind's strategic objectives.
- Motivate and lead through managers, providing clear direction, supervision, coaching, constructive challenge and escalation support.
- Support team and deputy managers to build high-performing, values-led teams with effective communication, accountability, reflective practice and development of personal potential.
- Support workforce planning, recruitment, induction, wellbeing, talent development and succession planning within designated areas of responsibility.
- Support managers to resolve complex operational, staffing, safeguarding and performance issues, escalating appropriately where required.

Service quality, performance, change and improvement

- Lead Team to develop and deliver a change programme to position the service for successful retendering later this year. The parameters of the new 'emerging model' are already known. An away day is currently being planned to instigate this work.
- Involve Service users and Experts by experience meaningfully in planning and improvement processes.
- Oversee the delivery, development and performance of Safe haven, resource planning, business continuity, assurance and service standards.
- Lead Team manager to deliver quality improvements identified through the recent PAMMS audit
- Ensure contracted services meet funder requirements, reporting expectations, KPIs and agreed quality standards.
- Use service data, feedback, quality assurance activity and relevant regional or national best practice to evidence impact, identify learning and improve outcomes.
- Lead and support service development projects, change initiatives and improvements that strengthen quality, accessibility, sustainability and impact.

Finance, contracts and risk

- Work to deliver a successful re-tender Nove/Dev 26
- Manage designated service budgets, ensuring resources are used efficiently and services operate within agreed financial parameters.
- Lead or contribute to contract management meetings on behalf of the organisation, escalating risks, opportunities and significant issues to the Head of Wellbeing Services or Director of Services as required.
- Ensure services comply with relevant legislation, regulation, internal policies, safeguarding requirements, GDPR, HR, finance and organisational governance standards.
- Identify, assess and manage operational, safeguarding, reputational, legal and financial risks, ensuring appropriate mitigation, escalation and learning.

Safeguarding, safety and lived experience

- Ensure safeguarding concerns are identified, recorded, escalated and responded to in line with Oxfordshire Mind policies and statutory expectations.
- Support managers with complex safeguarding situations and ensure learning from incidents, concerns, reviews or audits is embedded into practice.
- Promote safe service delivery across multiple sites and service areas, including appropriate business continuity planning and on-call arrangements.
- Use service-user, carer and lived-experience feedback to shape service improvement, review and evaluation.
- Promote accessible feedback routes and ensure feedback is listened to, acted upon and used to strengthen service quality.

Partnerships, system influence and strategic contribution

- Build and sustain effective relationships with key partners, commissioners, funders, local authorities, NHS colleagues, voluntary sector partners and community stakeholders.
- Represent Oxfordshire Mind in external meetings and the wider community, promoting the organisation's values and strengthening partnership working.
- Work collaboratively across Oxfordshire Mind to share knowledge, strengthen practice, support a "one team" culture and contribute to wider organisational objectives.
- Support the Head of Wellbeing Services to translate organisational strategy and service plans into clear operational priorities, delivery plans and measurable outcomes.
- Deputise for the Head of Wellbeing Services as required, including representing Wellbeing Services internally and externally.
- Promote and embed equity, diversity, inclusion and equality across all areas of work.

What Success Looks Like

- Successful tender for the new Crisis Alternative
- Contractual, quality, safeguarding and reporting requirements delivered and targets met.
- Managers feel supported, clear about expectations and able to lead their teams confidently.
- Service Users feedback, service data and quality assurance activity are used to improve delivery and evidence impact.
- Risks are identified early, escalated appropriately and managed through clear action plans.
- Relationships with commissioners, funders, partners and internal colleagues are constructive, credible and outcome focused.
- The role contributes to a consistent, collaborative and improvement-focused Wellbeing management culture.

Decision-Making Authority

- Make day-to-day operational decisions within agreed budgets, policies, procedures and delegated authority.
- Prioritise resources across designated service areas in response to service need, risk and contractual requirements.
- Make or recommend service improvement decisions based on data, feedback, risk and quality assurance findings.
- Provide escalation advice to managers and determine when issues should be referred to the Head of Wellbeing Services, Director of Services or relevant central function.
- Represent Oxfordshire Mind at agreed external meetings and make commitments within agreed parameters.

We expect all of our employees to:

- Understand and implement all policies and procedures at Oxfordshire Mind, including but not limited to safeguarding, GDPR, HR and finance.
- Understand and implement all safeguarding policies and procedures in relation to working with children, young people and adults at risk of harm.
- Enhance equity, diversity, inclusion and equality within our work.
- Involve people with lived experience of mental health problems in every aspect of our work.

This is not an exhaustive list and employees may be required to perform activities not listed here.

Person Specification / Selection Criteria

Top tip if you're interested in applying for this job: keep your main focus on the "Entry" list when applying. Entry criteria are essential for appointment. Skilled criteria are areas the successful candidate may already have or be supported to develop during probation and early in role. Advanced/Expert criteria are desirable and indicate readiness for wider strategic leadership, so don't let them stop you from applying.

	Entry	Skilled	Advanced/Expert
Qualifications / Training / Knowledge	• Experience managing a similar service • Strong understanding of mental health issues, in particular suicidality, and their impact on individuals, carers and communities. • Good understanding of clinical and non-clinical mental health services. • Good working knowledge of safeguarding practice and how to apply it in a relevant setting. • Good facilitation skills • Knowledge of voluntary sector leadership or community-based service delivery. • Commitment to ongoing learning and personal development.	• Experience leading a 24/7 Crisis Alternative service • Knowledge of best practice in community-based mental health services. • Current accredited safeguarding training to Designated Lead level for Children and Adults. • Ability to identify and act on continuing professional development needs. • Current accredited Health and Safety training. • Project management & facilitation	• Leadership, management or coaching qualification at Level 5/postgraduate level, or equivalent experience. • Approved management development programme or equivalent leadership development. • Project management training or qualification. • Evidence of continuous development, shared learning and putting learning into practice. • Ability to disseminate evidence-based good practice internally and externally.
Relevant Experience	• Substantial experience of leading and managing services and teams. • Experience of contract monitoring and funder reporting. • Experience of managing budgets and resources. • Experience of working to quality assurance and service standards. • Experience of using feedback to make positive service improvements. • Experience of effective internal and	• Experience of developing a service area to improve quality, accessibility or impact. • Experience of supporting teams to deliver person-centred, recovery-focused support. • Experience of delivering outcomes against agreed objectives and KPIs. • Experience of setting, monitoring and managing budgets. • Experience of positively managing change and	• Experience of managing complex employee relations, operational or service delivery issues. • Experience of strategic management or delivery of change management programmes. • Experience of funding negotiation, tendering, income generation or business development. • Experience of developing high-quality service-user

	external partnership working.	supporting teams through change. • Experience of managing own wellbeing while working in a challenging environment.	focused services within a multi-disciplinary environment. • Experience of external networking and collaborative working with organisations at senior level. • Experience of contributing to wider system partnerships, working groups, committees or cross-organisational projects.
Skills and Competencies	• Ability to build rapport and develop trust with a range of people. • Ability to work well as part of a team and contribute to a collaborative management culture. • Excellent organisational, IT and administrative skills. • Ability to manage issues with a solution-focused attitude. • Ability to support, motivate, develop and appropriately challenge managers and staff. • Ability to take responsibility, use initiative and work creatively. • Strong communication and interpersonal skills with staff, partners, funders and the public.	• Ability to deliver projects to time, budget and agreed quality standards. • Ability to analyse performance information and produce clear reports. • Ability to present evidence-based recommendations and effective arguments. • Ability to prioritise work based on organisational priorities and risk. • Ability to work collaboratively to address complex problems. • Ability to manage challenging conversations and conflict constructively. • Ability to work with autonomy and sound judgement.	• Ability to work proactively with minimal strategic oversight from the Head of Wellbeing Services. • Ability to influence organisational strategy in relation to service delivery. • Ability to identify quality improvement priorities and lead cross-organisational action. • Ability to develop and share good practice across whole areas of service. • Ability to build a one team culture across Oxfordshire Mind. • Ability to influence commissioners, funders and senior stakeholders. • Strong skills in organisational risk management, crisis management, coaching and mentoring.
Values and Approach	• Understands and believes in our values and approach. • Shows commitment to making mental	• Role models our vision and values throughout work. • Uses our values to guide decision making, leadership	• Communicates and sustains a compelling vision that generates enthusiasm and commitment.

	health services more human. • Works alongside people to help them realise their potential. • Promotes understanding, challenges stigma and values community and mutual support. • Works in a way that is Open, Together, Responsive, Independent and Unstoppable.	and service improvement. • Demonstrates a supportive, reflective, inclusive and accountable approach. • Actively supports staff wellbeing and a positive team culture.	• Inspires others to achieve and sustain high-quality work. • Epitomises Oxfordshire Mind's organisational values and approach. • Actively promotes the involvement of people with lived experience in decision making and service development.
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Additional Details

Key Relationships

The extent to which the job involves contact with people inside and outside the organisation.

Internal	☒ Own Team	☒ Across-teams/functions	☒ SMT/Trustees
External	☐ Service-users	☒ External Agencies/Partners/Funders/Suppliers	☒ Senior stakeholders

Internal – Wellbeing Services management team, wider Wellbeing teams, Head of Wellbeing Services, Director of Services, Senior Management Team, Central Services, Finance, People, Safeguarding and Quality colleagues. The role may contribute to reports for senior leaders and Board-level assurance as required.

External – This role manages partnerships and relationships with key stakeholders including voluntary sector partners, NHS, local authorities, commissioners, funders, suppliers and the wider Mind federation. The post-holder represents Oxfordshire Mind externally to a range of audiences and communities.

Scope / Impact / Risk

Scope – how much of the organisation the role affects

☐	Organisation-wide
☒	Single Service
☐	Single Team within a service

Impact – where the main influence of the role is felt and wider contribution to the overall mission

☐	Mainly internal on employees/volunteers
☐	Mainly external with service-users
☐	Mainly external with partners/funders/suppliers/external agencies
☒	Both internal and external impact

Risk – whether the role has potential to cause major detriment to the organisation if done incorrectly

☒	Economic risk – loss of income, fines, loss of business
☒	Legal risk – risk of court action from non-compliance with legal requirements e.g. H&S, GDPR, property
☒	Reputational risk – through performance, communications, behaviours
☒	Safeguarding risk – risk of harm to service-users or employees

Complexity of Role

☐	Job is routine in nature, follows standard processes and is focused on a narrow range of activities.
☒	Work is not straightforward and requires initiative and judgement.
☒	People or project management involved, or expertise required.

☒	Management tasks are diverse and complex and involve a significant degree of risk. Role holder requires a variety of skills and aptitudes/competencies to fulfil the responsibilities. Role requires specialist skills and works across functions.
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Working Environment

☐	Lone working on a regular basis
☐	Night work/Out of hours
☐	On Call requirements
☒	Multi-location work, including travel between sites
☒	Significant use of computers/display screen equipment
☒	Significant telephone use
☐	Front line support work with vulnerable adults
☐	Front line support work with vulnerable children
☐	Working with challenging behaviours
☒	Face to face contact with members of the public
☐	Physical work

Note: This is primarily a senior management role rather than a front-line support role; however, the post-holder may have contact with service-users, carers and members of the public through service visits, engagement activity, incidents, escalation or partnership work.

Pre-Employment Checks

All job offers are subject to standard pre-employment checks, which include identity, proof of right to work in the UK and references. In addition, the checks selected below will apply to this role. We will only carry out these checks once a successful candidate has accepted our offer.

☐	Basic Disclosure check
☐	Standard Disclosure check
☒	Enhanced Disclosure check
☐	Enhanced Disclosure and Barring Service check with Adults Barred List
☐	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List
☐	Enhanced Disclosure and Barring Service check with Children's Barred List
☐	Verification of certificates
☐	Professional Registration
☐	Other

Note: The final DBS level and any barred list checks should be confirmed with HR and the safeguarding lead before the role is advertised, given the role's responsibility for services supporting adults, children and young people.

Safeguarding at Oxfordshire Mind

Oxfordshire Mind is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all employees and volunteers to share this commitment. In this senior role, the post-holder will be expected to promote safe practice, support managers with safeguarding decision making, ensure concerns are escalated appropriately and embed learning from safeguarding incidents, audits or reviews.

Service-user involvement at Oxfordshire Mind

At Oxfordshire Mind we are committed to involving people with lived experience of mental health problems in every aspect of our work; for us this starts at the recruitment process. On each interview panel there will be two Oxfordshire Mind employees and one person with a lived experience of mental health problems. The Senior Wellbeing Service Manager will also ensure that service-user, carer and lived-experience feedback is gathered, listened to and used to shape service design, review, evaluation and improvement.

Equal Opportunities at Oxfordshire Mind

Here at Oxfordshire Mind we are interested in your potential and your lived experiences, alongside your work history or learning journey. There are many ways to develop knowledge and skills beyond formal routes, and we value the perspectives and ideas that different experiences can bring.

We recognise that not everyone will have had access to the same opportunities for numerous reasons, so we want you to know that your application is welcome whatever your identity and journey.

Your voice and ideas are important. We look forward to hearing from you.

[Working for Oxfordshire Mind](#)

We offer a friendly working environment and are committed to staff wellbeing. In addition to base salaries, we offer a range of employee benefits including generous holiday entitlement, a pension scheme and development and training. Please see our “Work With Us” web pages for more information.