



Job Description and Person Specification

Position:	Manager, Children & Young People Services
Salary:	£34,991 (pro rata)
Hours:	28 hours per week
Base:	YASP, 832 Stockport Road, M19 3AW
Reporting to:	Service Director
Accountable to:	Manchester Mind Board of Trustees

Summary of main duties and responsibilities

To manage and support the development of services to Children and Young People, in a way which enables children and young people to develop their resilience – practically, emotionally and socially and so that Manchester Mind is able to continue as a key provider of good quality services to children and young people in Manchester. To support staff and volunteers and ensure that our services include and involve the voices and experience of children and young people. To work strategically to develop sustainability of our provision and to also work with other Local Mind's across Greater Manchester (Mind in Greater Manchester) to identify opportunities to work together and share knowledge and best practice. To be a part of the Manchester Mind senior management team.

Main duties and responsibilities

1. Supervise and manage staff within the Children and Young People's Service including Young People's Advice Team Leader, Volunteer Counselling Team Leader, Peer Led Services Team Leader and the Office Manager.
2. Ensure all services are effectively monitoring and evaluating the work and reporting regularly to funders and to Manchester Mind Trustees.
3. Ensure all staff are supported in meeting identified training needs and other needs to enable them to provide a high quality service.
4. Support Team Leaders in managing HR issues.
5. To ensure that the voice of young people with lived experience is present in all services and in the development of new ones.
6. Help ensure the efficient planning and control of Children and Young People's budgets in conjunction with Manchester Mind's finance manager and CYP Office Manager.
7. To ensure that Manchester Mind CYP services are accessible to young people living in Manchester.
8. To promote and raise the profile of Manchester Mind CYP services through conferences/ training/workshops/visitors to the service as appropriate.
9. To ensure that Manchester Mind CYP services is open to working collaboratively and positively with other organisations.

10. To work collaboratively within Mind in Greater Manchester to develop services across GM when appropriate and look for opportunities to share knowledge and good practice.
11. To meet regularly with CYP leads within Mind in Greater Manchester.
12. To be involved in National Mind networks.
13. Identify, plan and fundraise for new initiatives within Manchester Mind's CYP services, including submitting tenders, funding applications and working closely with Manchester Mind Fundraising Manager.
14. Get involved in networks and other appropriate forums in order to promote Manchester Mind CYP and support the development of services that will support the needs identified by young people.
15. Support the Service Manager in taking forward new developments for the project.
16. Work to develop strong partnerships with external organisations.
17. To provide written/verbal reports for reviews, monitoring, funding and other matters as required by Manchester Mind's Service Manager, Management Committee and Funders.
18. To advise Manchester Mind's Service Manager on all matters relating to the team and bring to their attention any problems within the service.
19. To ensure clear lines of communication between Manchester Mind Central Management and Manchester Mind's CYP services. To ensure Manchester Mind's CYP services' staff are kept informed of all developments concerning YASP and developments within Manchester Mind.
20. To input into the Manchester Mind managers meeting and take on work that will be relevant to the whole of Manchester Mind, as appropriate and taking into account workload.
21. To contribute directly to the strategic planning of the organisation.
22. Take responsibility for own personal development through training and conferences and undertake supervision with Manchester Mind Service Manager.
23. Support Service Manager in ensuring all policies and procedures are up to date.
24. Ensure that self and staff are aware of and maintain their responsibilities with regard relevant Manchester Mind policies and procedures including Equal Opportunities, Child Protection, Vulnerable Adults etc.
25. Take responsibility for compliance with all health and safety legislation.
26. To work flexibly outside of the normal working hours when required.

Person Specification

All person specification points are essential unless otherwise stated.

Knowledge and Experience

- At least two years' experience of managing and developing services.
- At least two years' experience of managing staff in a way that supports developing potential.
- Experience of identifying and submitting successful funding applications.
- Experience of successfully working collaboratively with partners.
- An understanding of the impact of poor mental health on young people.
- Experience of managing different agendas within one service.
- Knowledge of the impact of welfare reform on the lives of young people.
- Experience of managing a service that includes advice. (Desirable)

Skills and personal qualities

- The ability to create a service, which involves people in the planning, development and delivery of services.
- The ability to work collaboratively with partners, staff and young people.
- The ability to develop staff and volunteers.
- The ability to manage time effectively.
- The ability to take a strategic lead on development of services.
- Excellent communication skills.

