



Director of Service Development

Recruitment Pack

November 2024



Havant and East Hampshire Mind
Leigh Park Community Centre
Dunsbury Way
Havant
P09 5BG

02392498916
www.easthantsmind.org

Reference: Director of Service Development

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our services, please see our website at <https://www.easthantsmind.org/working-with-us/vacancies/>

To discuss the role contact Jody Phelvin, Co-CEO, jody.phelvin@easthantsmind.org

To apply, please submit your application which should outline why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and access to a vehicle.

Please return applications to the HR lead at HR@easthantsmind.org

The closing date for your application is 9am on 28th November. Interviews will be held in Leigh Park, Havant.

Yours sincerely

Jody Phelvin
Co-CEO

The benefits of working with HEH Mind

Make a real difference to local people

We're a local Hampshire charity and we're here to make a positive difference to lives and communities. You'll work with a passionate, knowledgeable and dedicated team with a big heart.


Holidays

- It's important to take time off. We give you 25 days a year, increasing by one day per year of service up to 30 days, plus an additional winter leave day in late December and bank holidays (all calculated pro-rata for part-timers).

Learning, growth and development

- We're committed to supporting our staff with learning and professional development, so we offer opportunities for coaching, training and mentoring.
- Everyone, regardless of role, is offered free Connect 5 Mental health and Wellbeing Training.
- As a rapidly growing organisation there are regular opportunities to grow and develop within roles and through internal promotions.
- Joining HEH Mind makes you part of the Mind Federation, which includes 110 local Minds across England and Wales and access to the Open hub platform and learning, development and good practice sharing opportunities.

Workplace wellbeing

- As workplace wellbeing experts you will be joining a workplace with a strong employee wellbeing focus. Which includes engagement opportunities such as our monthly digital 'Break Room' to meet staff from across the charity.
 - Remote and homeworking flexibility (dependent on role requirements).
 - We are a Mindful employer + accredited. All staff have access to our confidential 24/7 employee assistance programme.
 - If you use a PC within your role, we will provide free eye tests, if necessary.
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Job Advertisement

This role will ensure effective strategic leadership and development of HEH Mind's Children, Family and Adult Services. The ideal candidate will have significant leadership, procurement and contract management experience in a mental health remit and an understanding of the principles of high-quality person-centred care.

Job Description

Job Title	Director of Service Development
Contract	Permanent, 30 hours per week
Salary	£45,000 per annum FTE. Actual salary £36,486.48 per annum
Job Location	Hybrid, 1-2 days per week at Leigh Park Community Centre, home working and occasional travel across Hampshire
Reports to	Co-CEO
Department	Service Delivery and Development
Direct Reports	Yes

Key areas of responsibility

Strategic leadership

- Contribute, to the development of HEH Mind's strategic plans and business plans and lead on service delivery strategy, procurement, measurement and delivery
- Work with stakeholders, developing and maintaining excellent relationships and seeking out opportunities to promote HEH Mind, its services and ethos, representing HEH Mind at key local and regional meetings, forums and events
- Prepare papers for Co-CEOs as required
- Provide effective, visual and inspirational leadership for all service staff and volunteers
- Promote and maintain a culture kindness, compassion and practice of continuous improvement, using (MQM) quality systems

Financials, Business Development and partnerships

- Work with the Co-CEOs and Director of Business Development to identify business development opportunities; undertake horizon scanning to identify new service opportunities.
- Lead on new funding bids and tender submissions for restricted income opportunities.
- Ensure programmes and projects are developed and operated within agreed budget parameters, implementation and mobilisation plans.
- Work closely with the Co-CEOs and Director of Business Development to ensure a sustainable, and service user-focused income generation strategy.

Quality and compliance

- Work with colleagues and reports to develop annual service work plans that reflect the funders requirements, business plan and current service development priorities, and then ensure their effective implementation.

- Ensure the smooth and effective running of HEH Mind services across Hampshire, that services are compliant with legal, regulatory and commissioner demands.
- Alongside the DSL, lead on safeguarding ensuring the effective management of safeguarding concerns, liaising with the Stakeholders and providing training, support and guidance to staff.
- Ensure staff and volunteer induction, supervision, appraisal and support are implemented consistently to a high standard across all service locations
- Provide direct supervision and support to Heads of Services and Contract Managers.
- Support, encourage and facilitate the development of professional development, skills and succession plans at all levels of the organisation.
- Ensure that all staff exercise their responsibilities regarding the health, safety and wellbeing of service users and deal appropriately with complaints.

Project and service development

- Lead on new service development/quality improvement opportunities across Hampshire to embed/ensure consistent and high-quality services access for users.
- Identify and shape new service opportunities, project managing to ensure inclusive, effective and timely implementation, in conjunction with service/central staff, and partners.
- Undertake reviews of current service provision and research into best practice to inform priorities for new, innovative, high quality and evidence-based service development.
- Research relevant models of good practice, disseminating good practice guidelines, and initiating new services or provision becoming recognised as an expert business development and income generation for local Mind associations.

Other

- Attend and contribute to relevant meetings, forums and events.
- Act as an effective ambassador for HEH Mind's work in the local community and build support for the work it does.
- Develop and maintain constructive and high-value alliances, partnerships and networks with all principal stakeholders and supporters and with National Mind.


Maintain the organisation's commitments as a member of the National Mind network and ensure that we maximise the benefits of membership by working closely with the network

General responsibilities and duties:

Maintain up to date knowledge of legislation, national and local policies in relation to the provision of social care services

All employees have a duty and responsibility for their own health and safety and the health and safety of colleagues, clients and the community

Participate in events, awareness campaigns and other projects which promote the organisation's values



Person Specification	Essential
Knowledge and experience, values, skills and behaviours	
Understanding of the mental health sector	Essential
Understanding of relevance legislation and compliance requirements (H&S, Safeguarding practices)	Essential
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Leadership experience gained at a senior level in the third sector or related field	Essential
Proven experience in contract negotiation	Essential
Proven experience of effectively managing resources and budgets	Essential
Highly organised, able to complete and manage detailed plans.	Essential
Excellent verbal and written communication skills	Essential
Develops and nurtures a cohesive and high performing team through effective recruitment, training, and development.	Essential
Inspires and motivates team members, promoting a positive and productive work environment. Sets clear and achievable	Essential
Finds creative solutions to challenges, leveraging available resources efficiently.	Essential
Demonstrates the ability to make timely decisions, even in the face of uncertainty, while considering potential risks and benefits.	Essential
Ability to lead change projects from initiation to completion, ensuring timely and successful implementation.	Essential
Demonstrates a commitment to equality and diversity in the workplace	Essential
Able to work with clarity, openness and emotional intelligence, the highest levels of personal integrity and honesty.	Essential

Person Specification	Desirable
Designated safeguarding lead –level 3	Desirable
Leadership qualification	Desirable
Understanding of the health and social care commissioning system and provider infrastructure	Desirable
Demonstrated experience in the mental health/social care field and working with a range of relevant external stakeholders e.g. NHS, local authorities, VCSE	Desirable
Visionary and not afraid of making transformational changes	Desirable
Inspires and motivates teams to achieve ambitious goals and objectives	Desirable
Maintains composure and determination in the face of challenges during periods of change.	Desirable
Ability to identify, assess, and mitigate risks.	Desirable
The ability to think strategically about potential risks and their impact on organisational objectives.	Desirable
Has an understanding of regulatory requirements and ensures compliance within the organisation.	Desirable
Demonstrates the ability to make sound decisions in high-pressure situations	Desirable

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