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262 3555

mind Birmingham

I Support
Mental Health
Awareness Week.



If this speaks to you, speak to us

0121 262 3555

#mhaw #SpeaktoMind

Director of Operations

mind Birmingham

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WELCOME TO BIRMINGHAM MIND



Thank you for taking the time to find out more about our organisation and for your interest in becoming the Director of Operations / Deputy CEO at Birmingham Mind.

It's an exciting time to join us; mental health issues are gaining increasing recognition, and we are delivering more services than ever to help people access the support they need.

Over the last 5 years we have grown significantly in size and in breadth of services we deliver and are currently at £10M turnover. We now support over 25,000 people a year but we know that for too many people, help remains hard to find, or the stigma is too great. We are committed to working in partnership with our communities to better understand how we can remove any barriers to access and ensure that everyone who needs our support is able to reach us. We have an excellent reputation for delivering high quality services and we have strong local relationships with our commissioners and statutory partners.

We hold Birmingham Minds values as extremely important in how we deliver services as well as how we behave towards each other. Many people describe working for Birmingham Mind as different – and this is in large part due to our focus on values. We are currently going through consultation around refreshing our values, but those of respect, the belief in a recovery journey (as defined by the person themselves) and working together are likely to remain as strong Birmingham Mind values. We are also looking for someone with the highest integrity and inclusivity.

As we grow in size and breadth of service delivery, we know we need a better framework to allow managers more autonomy and involvement in design and delivery of their services. This change process will be an exciting development, helping to equip our teams and managers to grow and develop new skills.

We know that Birmingham Mind's colleagues, volunteers and those using our services all deserve an experienced and inspirational leader; above all you must have and demonstrate integrity and belief in the recovery model, as defined by the people who use services.

Our decisions and actions stem from our values and you must be able to role model these at all times whilst striving for excellence. This is an exciting opportunity for someone to join the newly expanded senior leadership team of a well-respected local mental health charity. If you have the values, the passion, and the drive to help us shape the future of Birmingham Mind, and the mental health services in Birmingham, we look forward to hearing from you.

Kind regards,

Helen

Helen Wadley, CEO



What we are looking for

Birmingham Mind has a strong reputation for delivering services that meet the needs of people with, or at risk of, mental health problems. We offer a wide range of services, from those delivered in partnership with the NHS through to support to marginalised communities.

The post holder will possess excellent leadership and communication skills, significant experience of beneficiary involvement, and a history of placing clients at the heart of services. This role will suit someone who enjoys variety in their work, with no two days the same. You will be working in a team of people passionate about delivering the best mental health care/support.

Benefits Include

1. An attractive defined contribution pension scheme
2. Paycare - which offers employees affordable cover for a range of healthcare treatments
3. Employee Assistance Programme which includes free counselling and a comprehensive training programme.

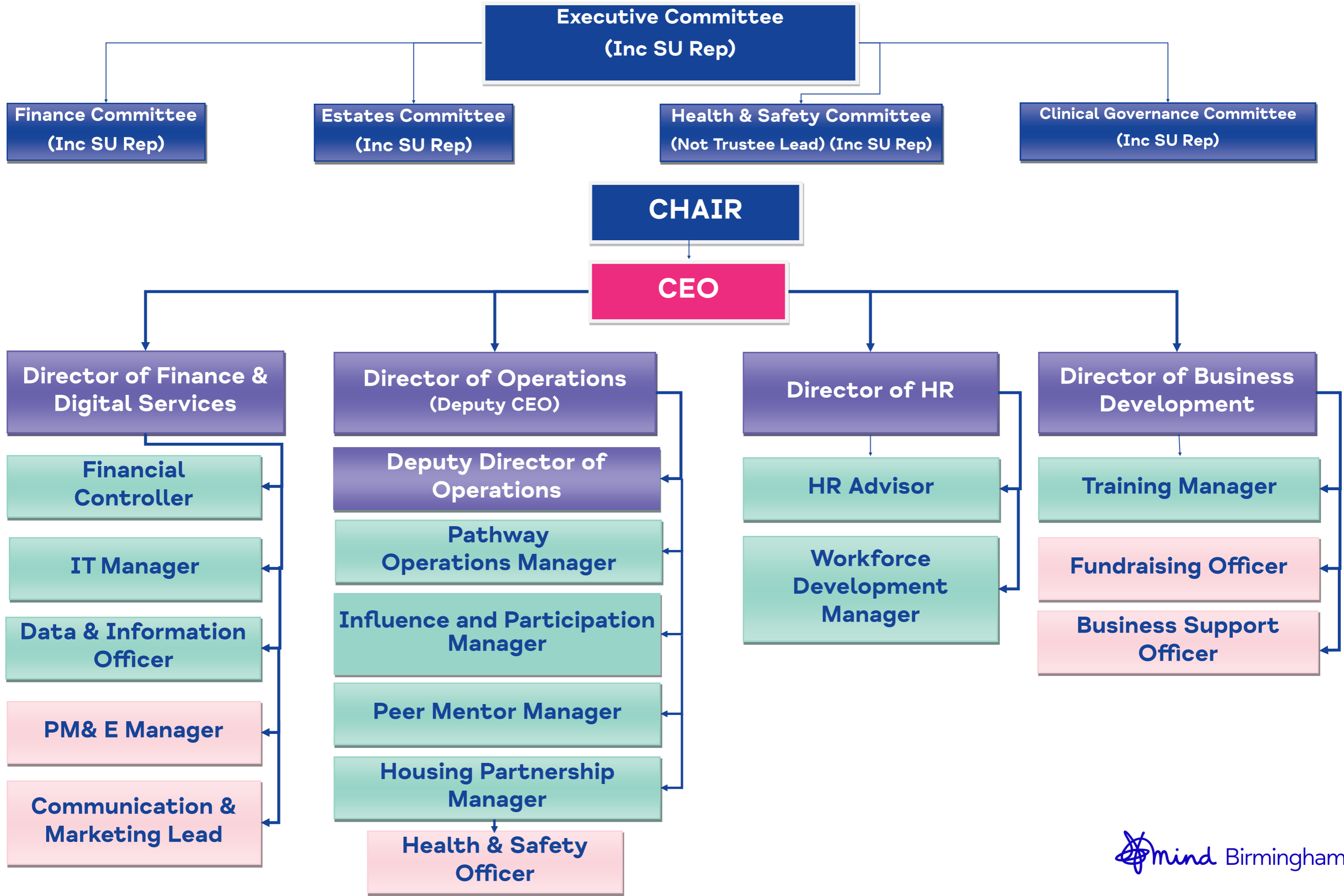
We want everyone who works for us to be proud of what they do, and our Director of Operations will establish and model this culture. Above all the successful candidate must demonstrate integrity and show a strong commitment to the recovery model, as defined by the people who use services. Our decisions and actions stem from our values and the post holder must be able to role model these at all times whilst striving for excellence.

As we have the challenge of more people needing our services than we can support, the successful candidate needs to be resilient in their approach and be able to identify opportunities for service improvement and growth. Our next Director of Operations must have experience of being able to respond to regulatory frameworks and experience of project management and oversight.

As Deputy CEO you must come with previous senior leadership experience, and be able to lead deputise for the CEO whenever necessary. Ideally we would prefer that you have significant experience of oversight of mental health services, but we would consider senior work with other client groups.

We are very proud of our diverse workforce and actively encourage applications from people that come from marginalised communities.

Organisational Chart



Operational Management Structure

Director of Operations

Deputy Director of Operations

Community Operations Manager

- Overseeing*
- CDW Team
 - Mental Health & Wellbeing Hub Service
 - Mind Your Health
 - Primary Care Liaison

Regulated Operations Manager

- Overseeing*
- Registered Services
 - Volunteer Service

Support Services Operations Manager

- Overseeing;*
- Supported Housing
 - Floating Support
 - PURE Employment Service

Pathway Services Operations Manager

- Overseeing*
- Helpline
 - Talking Spaces Service
 - Liaison Psychiatry Team – (BSMHFT)
 - Discharge Navigators / Peer Mentors – (BSMHFT)
 - FTB Secondments

Service Manager
MHHW
Mind Your Head

Service Manager
CDW Team

Service Manager
Primary Care Navigation
Service

Service Manager
Rookery Gardens

Volunteer
Coordinator

Residential Manager
Charles Davies House

Residential Manager
Flint Green House

Residential Manager
Ludford Road

Residential Manager
Sycamore Lodge

Support Services Manager
North Team

Support Services Manager
South Team

Support Services Manager
West Team

Support Services Manager
East Team

Team Leader
Pure Service

Service Manager
Helpline

Service Manager
Talking Space

Service Manager
Liaison Psychiatry
Discharge Coordinators/
Peer Mentors

Service Manager
Secondments

Job Description

Job Title:	Director of Operations
Department:	Senior Leadership Team
Reports to:	CEO
Hours:	37.5hrs
Salary:	£66,467 pa

We are a leading third sector provider of mental health services in Birmingham and the West Midlands. Our Vision is “**Better Mental Health for All**” and our values of Respect, Partnerships, Recovery, Wellbeing and Prevention are at the heart of what we deliver. Birmingham Mind has a well-earned reputation for excelling in quality delivery and plays a key role in supporting and influencing the wider mental health system across the city.

With 60 years’ experience of supporting people with mental health difficulties within our local communities, we continue to challenge the stigma that surrounds mental distress.

Our people are key to the success of the organisation, and we are recognised as both a Mindful Employer as well as successfully achieving the gold standard in the Investors in People Award (IIP).

Birmingham Mind’s core service activities include accommodation-based services such as our 24/7 regulated services, community-based recovery hubs, and floating support. In addition, we have been able to diversify our services over recent years resulting in our offer to the citizens of Birmingham being expanded to include prevention and community-based asset services, crisis intervention, a Birmingham and Solihull wide Mental health Helpline as well as workplace wellbeing support.

Our committed staff are supported by a large group of trained volunteers, and we are particularly proud of service user influence and engagement at all levels of the organisation.

About the Role

Birmingham Mind has grown considerably over the last few years and we are looking for an exceptional leader to join our Senior Leadership Team.

We have gained a great reputation locally and with commissioners for delivering positive outcomes for the people we support, and we are looking for a values-driven individual that will help move Birmingham Mind into its next phase.

The role will be to work closely with our CEO to help Birmingham Mind navigate the big opportunities and challenges we inevitably face. We need to ensure that we continue to build on our outstanding reputation for service delivery.

You will deputise for our CEO and become overall accountable for the infrastructure of the Charity as well as its service delivery. You will be a key ambassador of Birmingham Mind and you must hold yourself to the highest level of standards and values.

You will be overall accountable for the quality and safety of our service delivery and must ensure that all internal and external requirements are met/exceeded.

We have a learning environment and are proactive in learning from the past. You must be able to build strong trusted relationships internally and externally. You will also understand and be able to demonstrate commitment to placing lived experience at the heart of what we do.

Person Specification: Main Purpose of the Role

Birmingham Mind has a strong reputation for delivering services that meet the needs of people with, or at risk of, mental health problems. We offer a wide range of services, from those delivered in partnership with the NHS through to support to marginalised communities.

The post holder will possess excellent leadership and communication skills, significant experience of beneficiary involvement, and a history of placing clients at the heart of services.

This role will suit someone who enjoys variety in their work, with no two days the same. You will be working in a team of people passionate about delivering the best mental health care/support.

We want everyone who works for us to be proud of what they do, and our Director of Operations will establish and model this culture. Above all the successful candidate must demonstrate integrity and show a strong commitment to the recovery model, as defined by the people who use services. Our decisions and actions stem from our values and the post holder must be able to role model these at all times whilst striving for excellence.

As we have the challenge of more people needing our services than we can support, the successful candidate needs to be resilient in their approach and be able to identify opportunities for service improvement and growth. Our next Director of Operations must have experience of being able to respond to regulatory frameworks and experience of project management and oversight.

As Deputy CEO you must come with previous senior leadership experience, and be able to lead deputise for the CEO whenever necessary. Ideally we would prefer that you have significant experience of oversight of mental health services, but we would consider senior work with other client groups.

We are very proud of our diverse workforce and actively encourage applications from people that come from marginalised communities.

Person Specification: Main Purpose of the Role

- Whilst you will deputise for the CEO during times of absence, you will also be expected to maintain and build your own strategic relationships in the Mental Health System in Birmingham and surrounding area.
- You will have direct operational management and accountability for Birmingham Mind's extensive service portfolio which includes regulated services.
- You are the ambassador for our operational delivery and you are accountable for the quality and safety of the services we deliver.
- You will lead on our property portfolio and our ambitions relating to this.
- You are the senior leader in Birmingham Mind accountable for the Participation and Influence Strategy.
- You need to be a relational leader and be able to build meaningful and trusted relationships both internally and externally.
- You will work with the rest of the Senior Leadership team to delivery on the Charity's Strategic and Business Plan.
- You will report to the Board and its sub Committees on key parts of the Business and Strategic Plans.
- You will sit on relevant external forums and build relationships and partnerships with organisations and with a range of stakeholders in order to help Birmingham Mind achieve its Vision of Better Mental Health for All.
- You will be the formal lead for Safeguarding for the organisation and are also the Caldicott and Freedom to Speak Up Champion.
- You will work proactively with commissioners and partners to develop new services to meet the needs of the people that need support and wider communities.

Person Specification: Main Purpose of the Role

- You will be responsible for ensuring that Birmingham Mind's values are the bedrock of what we deliver and how we engage with the people who need support.
- You will be responsible for ensuring that services are delivered in line with our contracts and that we can demonstrate that people are able to get positive outcomes in line with their wishes and needs.
- You will ensure that the people who use our services are placed at the heart of what we do.
- You will lead on ensuring that any regulatory requirements or service improvement actions are resolved.
- When deputising for the CEO you will be the senior officer for all matters relating to Financial, Digital and Human Resource management, including payroll.
- Work with the other senior leaders in Birmingham Mind to ensure a team approach where the team is greater than the sum of its parts.
- As with other charity roles, this role is one that ensures that what needs to be done is done.
- You will take part in the Senior On call for Level One incidents.
- You will be a strong advocate for the mental health needs of people and communities, articulating and leading on Birmingham Mind's vision and strategic aim of Better Mental Health for All.



Attributes, Values and Experience

A = Application I = Interview

Essential Desirable

Senior leadership in health & social care organisation (A/I)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Previous experience of working within the 3rd Sector (A/I)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to manage/prioritise a complex and varied workload, within a pressurised environment. (A/I)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Demonstrate the ability to ensure the services delivered are person centred, demonstrate outcomes and are safe. (A/I)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of working with partner agencies to develop new models of service delivery. (A/I)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Able to demonstrate integrity and respect for others, even when managing complex situations. (I)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to be an engaging leader, inspiring people to strive for improvements in all aspects of Birmingham Mind. (I)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
You must demonstrate the ability to create strong trusted relationships both internally and externally and have exceptional people management skills (I)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to be the most senior lead for Safeguarding and take on Caldicott Guardian role. (I)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to manage budgets, analyse and manage costs. (I)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to demonstrate creativity in approach with a "can do" attitude. (I)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
You must demonstrate curiosity and passion for delivering high quality mental health work. (I)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Previous experience in ensuring that there is strong user participation and influence in service and organisational delivery. (I)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Previous senior role in mental health organisation A/I	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Previous direct operational management/delivery of mental health (A/I)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Previous experience of being Safeguarding Lead and Caldicott Guardian (A/I)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

We are

Birmingham Mind

Established in 1962, we have become known for our delivery of high quality, recovery-based care and support, that truly puts the person at the centre of what we do.

We have extended our reach into new areas of work which includes; workplace wellbeing, increasing our work with GPs and providing front door access to mental health support in Birmingham and Solihull.

We remain affiliated with National Mind, yet remain a local Birmingham based independent charity governed by our own Trustees.

Vision & Values

Our Vision

Better Mental Health For All

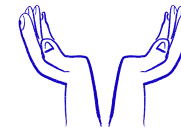
Our Values



Respect



Partnership



Recovery



Wellbeing



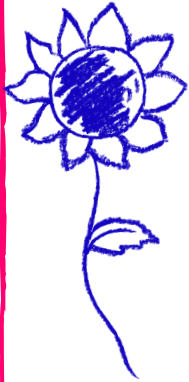
Prevention

Birmingham Minds' Impact

In the last 2 years we have supported over 50,000 people and we continue to ensure that our person-centred care, is effective, efficient, empathic and impactful.

We continue to meet our objective for improving people's knowledge of mental health through our dedicated training team.

Reflections

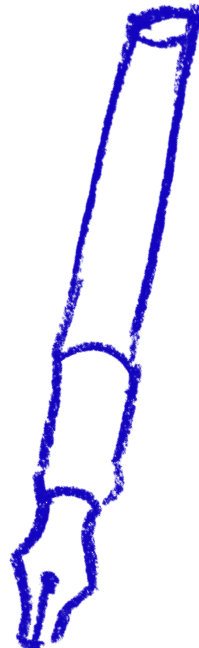


Birmingham Mind has a strong focus on improving mental wellbeing for all as well as providing services for people with longer term needs.

We have increased the numbers of partners we work with, in the belief we can do more together. However, there is still much to do!

Strategic Aims

- Make a positive impact on people's mental health and wellbeing.
- Speak out to make "Better Mental Health For All" become a reality.
- Innovate and continuously improve our services and our organisation.
- Ensure our environment supports wellbeing.
- Be inclusive and tackle inequality in all areas.
- Continuously strengthen our foundations.



Actions

- Ensure we make a positive difference to our local communities by working with others to challenge systems and deliver what is needed.
- Work to ensure every person that needs support gets support.
- Celebrate uniqueness as we root our services in people's needs and values.
- Improve mental health awareness and challenge stigma and discrimination in our communities.
- Be responsible about the environment and create buildings that support mental and physical wellbeing.
- Harness digital services to support our ambition.
- Give staff and volunteers the training opportunities they need to enable them to provide services that make a positive difference to individuals.

How To Apply

Please submit your CV and a Supporting Statement outlining how you meet the person specification to Recruitment@Birminghammind.org

For an informal and confidential discussion about the role, please contact:
[Helen Wadley, CEO](mailto:Helenwadley@birminghammind.org) via Helenwadley@birminghammind.org

We welcome and encourage applications from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age, veteran status or other category protected by law.

Closing date for applications:	Monday 6th February 23
First Stage Interview:	Thursday 16th or Friday 17th February 23
Second Stage Interview:	Tuesday 28th Feb or Wednesday 1st March 23



 **mind Birmingham**

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