

Job Description

Mental Health and Money Advice Service Manager

Post: Senior Manager Level 6

In my role as Money Advice Service Manager I lead this specialist helpline service, following guidance from the MHUK Lead and senior staff across the UK. I have responsibility to ensure that all staff work within Support in Mind Scotland policies and procedures at all times. I am responsible for managing the staff and resources for producing reports that demonstrate we are meeting our outcomes, and am also responsible for developing and maintaining performance that meets Scottish Financial Standards and the standards set by the FCA.

What I do and what I achieve

- I take responsibility for the day to day organisation and management of the service
- In partnership with the MHUK Lead I plan strategic outcomes and make sure staff are aware of these
- I will manage all Money Advice services for the helpline in Scotland
- I ensure that the procedures and policies are implemented and followed; and will review those procedures and policies on a regular basis
- I take responsibility for developing and maintaining positive team dynamics to promote good team working
- I Prepare reports for the MHUK Lead in Scotland and the UK team Manager as required and ensure these are accurate and of a good standard
- I identify any gaps in services and in partnership with the MHUK Lead, plan a strategy to meet these
- I work closely with partners across a number of strands to grow referral relationships and to promote Support in Mind Scotland and its services
- I contribute to research and development tasks at service level in support of national research
- I provide professional support and supervision to other Managers and/or senior practitioner staff in my service
- I meet Scottish National Standards and the standards of the FCA
- I contribute to discussions and consultation in my field on behalf of SiMS and work towards integration of my services with others in the organisation.
- In keeping with Support in Mind Scotland policies and procedures, I ensure all Health and Safety standards are maintained by a designated member of staff

Who I am

- I am educated to SVQ 4 level/equivalent professional qualification

- I have demonstrable significant experience (at least 3 years) of working in money advice services in Scotland
- I have a sound understanding of the regulatory frameworks governing financial services
- I have experience of assisting with bankruptcy and debt payment programmes
- I understand the issues experienced by people with lived experience of mental health problems – and especially how these are impacted by poverty, unemployment and low income
- I have a knowledge of the legislation and regulations that provide a context for this work including the Mental Health Act and the Community Care (Scotland) Act (statutory duties in relation to social care)
- I identify dilemmas and employ an analytical approach to find solutions
- I have experience in leading a team
- I have experience in coaching staff
- I am enthusiastic to develop my skills by undertaking appropriate training
- I am outcome focussed and can place my role in Support in Mind Scotland in the wider Scottish and UK money advice context
- I am confident in my ability to give presentations to stakeholders
- My report writing is of a high standard
- My IT skills are of a high standard
- I care about detail and accuracy
- I can travel throughout a geographic region as required

General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees, workers and volunteers; to encourage people to join Support in Mind Scotland as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies
- This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.



Support in Mind Scotland is the operating name of National Schizophrenia Fellowship (Scotland), a company limited by guarantee, registered in Scotland SC088179. Charity Number SC 013649