

Post: Area Manager, Highland  
Salary banding: Level 7

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As an Area Manager, I am responsible for leading a staff team delivering services in a specific area of Scotland and am responsible for ensuring the continuity and development of these services in line with Support in Mind Scotland objectives.

In Highland we are managing a range of contracts including the Distress Brief Intervention service that has a national reach into Western Isles, Argyll and Bute and Dumfries and Galloway; and major contracts in partnership with other organisations – including a Suicide Bereavement Support Service in partnership with Penumbra.

I am a member of the Support in Mind Scotland National Management Team which has a strategic remit shaping services at a national and local level. Within this group, I will take responsibility to contribute to small working groups set up to achieve outcomes. I will ensure that the decisions made by NMT are communicated to staff within my service and implemented according to national agreements and to national standards.

### What I do and what I achieve

- Oversee all contracts and service delivery to ensure that the team delivers high quality services in line with our outcomes
- Support and mentor my team to deliver best practice
- Lead a team to establish service user development plans which support recovery and which include various assessment models including a robust approach to risk assessment
- Provide strategic leadership for the service in Highland
- Identify and make funding applications to funding bodies
- Liaise with stakeholders to develop and sustain positive working partnerships
- Manage local budgets in consultation with the CEO and Finance Manager
- Ensure funding criteria are met and contracts delivered on time and to a high specification
- Contribute actively to the National Management Team in making decisions for the organisation
- Compile national and local reports as required by funders and the CEO and Board of Trustees
- Promote the services and membership of Support in Mind Scotland through an active programme of awareness raising.
- Participate in regular supervision and undertake any training required

## Who I am

- I am educated to degree level or equivalent and have relevant experience of working in health and social care at a senior level
- I have a commitment to improving mental health within a model of recovery
- I have a sound knowledge of health and social care policy in Scotland
- I have leadership experience and experience of managing staff
- I have excellent organisational skills
- I take responsibility for my work, and can work autonomously – but am committed to a team working collaborative approach
- I am outcome focused
- I have advanced networking skills and experience of working closely with a range of external stakeholders
- My IT skills are excellent and I have knowledge of office 365 and One Drive
- I have training and/or presentation skills and confidence in presenting our work to groups
- I understand evaluation methods

## 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.