

**Community Help & Advice Initiative**

**Job Description**

**Job Title:** Service Manager – Recovery and mental health services

**Report to:** Interim Project Manager/CEO

**Location:** CHAI Office

**Hours:** 35.75 hours per week

**Salary:** £31,516 to £33,949

**Background**

The Recovery and Mental Health services team provides embedded advice within Local Community Mental Health Teams and Recovery Hubs – a multi-agency approach for substance misuse services. We provide an embedded adviser within each of the 4 locality mental health teams and Recovery Services Hub. These services are funded through the Edinburgh Integrated Joint board ( EIJB) and also the UK Prosperity Fund.

The team also manages an outreach post to people at risk of drug death who are not yet engaged with Recovery Services and provides additional welfare rights to ‘The Works’ an employability project with Ballenden House community mental health team.

**Purpose of the Job**

* To effectively manage the Recovery and Mental Health Team and the projects it delivers.
* To supervise and support a team comprising of benefit and debt advisers.
* To ensure that all projects are delivered as per contract specifications.
* To provide advice and information to clients, staff and volunteers as required.
* To ensure that the advice service complies with the service standards as laid out in the Scottish National Standards for information and advice providers.
* To work effectively with stakeholders of each project and develop established lines of communication both within and out with the projects.
* To develop a social policy focus for the project, and to contribute to social policy comment on areas of relevance to the delivery of the service.

**Main Job Activities**

* To provide regular support and supervision for the Income maximisation team within CHAI
* To provide regular Team meetings.
* To provide regular performance reviews to the Recovery and Mental Health team.
* To support advisers to develop an embedded relationship within the services and to support them to raise awareness of welfare rights issues when required.
* Ensure advisers gain continuous personal development to maintain up-to-date awareness of current legislation and developments pertaining to benefit, debt and housing advice.
* To establish and maintain good working relationships with partners and key stakeholders of projects through attending appropriate meetings, responding to emails, and communicating as required.
* To liaise and work with local statutory and voluntary agencies as required to foster and encourage good practice in the delivery of quality service.
* To ensure casework and policy is compliant with the competencies for Scottish National Standards for Information and Advice Providers through case reviews and training opportunities and to ensure records of this are maintained.
* To provide comprehensive reports on service delivery as required using Helix/Advice Pro
* To ensure data is recorded accurately for the purposes of monitoring and evaluation.
* To consider opportunities and strategies for the development of projects
* To ensure people with lived or living experience of recovery or mental health services contribute to the development of projects and inform our practise wherever possible.
* To contribute to the overall management of structure of CHAI through regular attendance of Management meetings, reviewing papers and policy, responding to reasonable requests from managers and Chief Executive.
* To provide opportunities for volunteers as appropriate
* To carry out any other reasonable duties.