

## Station House Media Unit

### JOB DESCRIPTION

#### 1. ORGANISATION

**POST TITLE:** Adult Engagement Manager  
*(Maternity Cover, 1-year fixed term with potential for permanent post)*

**STRAND:** Adult Services

**LOCATION:** Station House Media Unit (Aberdeen)

**STATUS:** Full Time *(may consider part-time)*

**SALARY:** £ 34,364 - £ 37,326 *(pro rata if part-time)*

#### 2. JOB PURPOSE

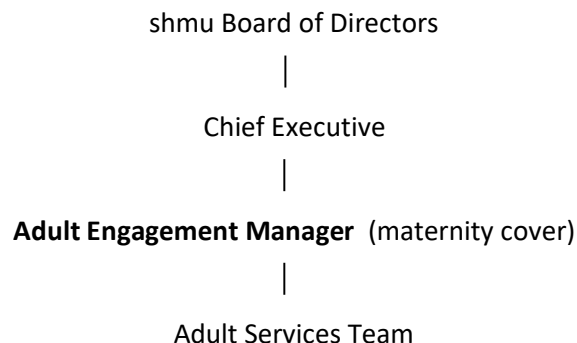
You will work alongside the Chief Executive to manage, develop, and enhance services for adults facing challenges, with a key focus on mental health & wellbeing, community justice, trauma, and disadvantage.

You will have line-management responsibility for the Adult Services staff team, ensuring that services are designed, managed, and delivered to the highest standards. You will ensure that all funding, reporting and evaluation requirements are delivered.

You will have the responsibility for designing, creating and implementing new programmes across the strand and will also be responsible for the creation and maintenance of key partner relationships for our Adult Services provision.

You will also work with the Management Team in order to secure financial sustainability for the Adult Services strand by securing and managing a combination of grants, contracted provision and commissioned work.

#### 3. REPORTING RELATIONSHIPS



#### **4. MAJOR TASKS**

- 4.1 To develop and enhance existing programmes of work across the Adult Services strand of the organisation.
- 4.2 To provide a high standard of line management and support to all relevant staff by ensuring staff members are fully supported within their roles and responsibilities.
- 4.3 Oversee all aspects of monitoring, evaluation and reporting for all Adult Services for the organisation.
- 4.4 Create and implement new programmes of work in response to identified gaps in adult service provision.
- 4.5 Work alongside the Chief Executive and other relevant staff to develop, implement and monitor a sustainable financial model for the strand.
- 4.6 To undertake other related duties as required.

#### **5. ACTIVITIES**

- 5.1 To develop and enhance existing programmes of work across the Adult Services strand of the organisation.**
  - 5.1.1 Work alongside the Adult Services staff to continuously review and evaluate current programmes in order to develop ongoing provisions.
  - 5.1.2 Manage Adult Services programmes and support service, ensuring all participants receive a high standard of service
  - 5.1.3 Oversee case working procedures within the Adult Services team, ensuring all paperwork and evaluations are completed and reviewed, and ensuring relevant stakeholder input.
  - 5.1.4 Maintain an oversight of all Adult Services casework, project delivery and volunteering.
  - 5.1.5 Create and maintain key partner relationships within the supported adult setting.
  - 5.1.6 Participate in regular meetings and communication with the Community Development Manager to discuss volunteering opportunities, gaps and potential issues.
- 5.2 To provide a high standard of line management and support to the Adult Services Team by ensuring staff members are fully supported within their roles and responsibilities.**
  - 5.2.1 Provide the highest standard of line management to all relevant staff members ensuring regular support and supervision meetings and appraisal processes are carried out in line with the shmu contract agreement.
  - 5.2.2 Support staff members through professional and personal development by ensuring relevant training opportunities are offered when necessary.
  - 5.2.3 Manage and maintain overall responsibility for the support of contracted and freelance staff members involved in all Adult Services programmes.
  - 5.2.3 Assist the coordination of cross strand work, ensuring best practice for adult support and engagement.

**5.3      **Oversee all aspects of monitoring, evaluation and reporting for all Adult Services for the organisation.****

**5.3.1**   Coordinate and oversee all reporting processes requested by the shmu Board and funders as and when required.

**5.3.2**   Oversee, implement and monitor communication and recording systems between partner agencies which offer appropriate information sharing models, while observing data protection protocols and respecting confidentiality.

**5.3.3**   Maximise use of the media produced by participants within the project in order to communicate positive messages of change and transformation.

**5.3.4**   Organise and facilitate regular operational and team meetings in order to review and implement reporting mechanisms, action plans, policies, and procedures, and to provide a platform for transparent communication across Adult Services.

**5.3.5**   Develop and implement quality assurance measures to ensure services are delivered to the highest level.

**5.4      **Create and implement new programmes of work in response to identified gaps in adult service provision, focusing on mental health & wellbeing, community justice, trauma, and disadvantage.****

**5.4.1**   Work alongside the Chief Executive and Adult Services team to be not only responsive, but proactive in identifying and meeting the needs of adults with barriers.

**5.4.2**   Develop and shape new programmes of work that align with our funding streams and strategic strand vision.

**5.4.3**   Work alongside the Adult Services staff team to reengage with community justice links, including HMP Grampian to reshape our justice focused work

**5.4.4**   Build on success and best practice gained from previous and existing Adult Services projects, using this to steer and inform new service provisions.

**5.4.5**   Create and implement a mechanism of codesign to encourage project participants to contribute towards the development of Adult Services programmes.

**5.4.6**   Raise awareness of the Adult Services locally by publicising and promoting the role and functions of the work within the community and to relevant agencies and organisations.

**5.5      **Work alongside the Chief Executive and Management Team to develop, implement and monitor a sustainable financial model for the strand.****

**5.5.1**   Effectively monitor and report on all the Communities strand budgets.

**5.5.2**   Contribute towards funding applications and in the negotiation of contracts and service level agreements for the strand.

**5.5.3**   Work alongside strategic and local partners to develop services in line with local strategic outcomes and commissioning objectives.

**5.5.4**   Develop strong multiagency partnerships with key contacts and maintain regular communication with regards to service provisions and future collaborations and shared interests.

**5.5.5**   Work alongside the Adult Services Team and the Chief Executive in order to develop and implement a sustainable financial strategy for current service provisions beyond their current funding lifespan.

**5.5.6**   Develop shmu’s reach and accessibility to different funding streams and maintain oversight of current and future funding and commissioning opportunities.

**5.6 To undertake other related duties as required.**

**5.6.1** Take part in training and attend relevant meetings as required.

**5.6.2** Undertake other duties as required by the shmu Chief Executive and/or alongside the Management Team.

## Person Specification

**Job Title:** Adult Engagement Manager

**Salary:** £34,364 - £37,326 (pro-rata)

CRITERIA	ESSENTIAL	DESIRABLE
1. EXPERIENCE	<p>Experience in a management role within an adult (facing significant challenges) support setting</p> <p>Experience in service creation and development of projects for adults facing significant challenges, with a focus on mental health &amp; wellbeing and community justice</p> <p>Experience line managing staff</p> <p>Experience of creating and facilitating multi-agency partnerships to meet service needs</p> <p>Experience of securing and managing funding</p>	<p>Experience with local partnerships and strategic groups</p> <p>Experience in monitoring and evaluation techniques</p> <p>Experience of trauma informed principles and working with those who are experiencing disadvantage</p>
2. QUALIFICATIONS	<p>Qualification at degree/post-graduate level or equivalent in a relevant field <i>and/or</i></p> <p>Substantial work-based experience in managing projects supporting adults to overcome significant challenges</p> <p>Full Driving Licence</p>	<p>Mental Health First Aid Assist or equivalent</p>
3. SPECIAL SKILLS/ APTITUDES	<p>A team player with the ability to work under own initiative and to use skills flexibly</p> <p>Ability to prioritise and plan the work of self and others and to work to tight deadlines</p> <p>Well-developed interpersonal skills with ability to communicate well, both verbally and in writing</p> <p>The ability to build meaningful relationships with participants to promote engagement through a strength based and people-led approach</p> <p>The ability to build multiagency relationships and negotiate with a range of agencies and partners</p> <p>The ability to develop innovative and effective solutions to work practice</p> <p>The ability to motivate and support staff effectively</p>	
4. PERSONAL QUALITIES	<p>The ability to be tactful, flexible and sensitive but assertive when appropriate</p> <p>Belief in the ethos and value of community development and engagement</p> <p>Willingness to expand professional practice through ongoing training, a commitment to personal learning and development</p> <p>A strong interest in working with and understanding of the needs of participants within mental health issues, justice experienced and those from disadvantaged communities</p> <p>A commitment to, and an understanding of, the principles and implementation of Equal Opportunities, Child and Adult Safeguarding, and Health &amp; Safety policies.</p> <p>A willingness to undertake duties in the evening or at the weekend as necessary</p>	