

## **ROLE DESCRIPTION**

### **MIKEYSLINE & THE HIVE**

**Post:** Service Manager

**Salary:** £30,000 - £35,000 per annum

**Primary Location:** 19 Academy Street, Inverness

**Hours:** 35 hours per week (flexible and some evening/weekend work likely)

**Term:** This post is being offered as a Fixed Term Appointment for 2 years initially to assist Mikeysline through the next phase of its development. There is the possibility of either extension or conversion to permanent at that point depending on requirements.

### **OVERVIEW OF JOB PURPOSE**

Mikeysline are a registered charity based at 19 Academy Street in Inverness. It was established in 2015 following a number of suicides in the Highland area and the charity is focussed on suicide prevention, operating two key services in support of this, a textline and a drop-in centre known as The Hive.

In this post, you would report directly to the Non-Executive CEO who is part of a board of 6 trustees. You would line manage 5 part time employees who support the general running of the organisation but chiefly, they man the drop-in centre which is open in the evenings. The charity also has a number of volunteers who either help in The Hive, man the textline or support fundraising activities.

This is an excellent opportunity for someone who has a background either as a Registered Mental health nurse or other Mental Health Professional with essential experience in crisis. Applications will be considered by those wishing to work part time also.

The post holder will be based in Inverness but occasional travel to promote the service would be involved as agreed and all expenses paid.

### **Dimensions and Main Duties**

Broadly, the main duties of this post are (but are not limited to):

- **Manage, train and develop staff**

You will ensure that any existing and new staff receive the appropriate training and development to carry out their role professionally and in a safe manner. You will also provide leadership to the staff to protect their own wellbeing.

(external clinical supervision will be provided to the post holder and the team separately)

You will also take responsibility for maintaining your own professional accreditations and ensure that you are up to date with current mental health best practices.

Personal Development yearly reviews will support the post holder to attend relevant funded training. It will be however the post holder's responsibility to maintain their own NMC.

- **Build networks and develop key stakeholder relationships**

You will actively promote and increase awareness of Mikeysline, attending relevant working groups, networking meetings and steering groups when required. You will also develop good working relationships with health professionals and build links with the local community, mental health services and other providers, developing referral pathways with them as appropriate.

- **General Operational Management of The Hive**

You will be responsible for ensuring that relevant operational procedures and policies, such as Health & Safety, are in place and actively followed. You will support the general daily operation of Mikeysline, holding team meetings with staff and volunteers, reporting to the board on operational matters when required and ensuring that adequate cover is in place for provision of services.

## **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED FOR THE POST**

- Proven experience working as a CPN/ RMN grade 5 or 6 or professional equivalent in crisis management
- Current valid NMC, HCPC or equivalent registration
- Staff leadership experience
- Ability to work with minimal supervision
- Current valid driving licence
- Understand the trauma model and the ACE study (basic level)
- Presentation skills
- Ability to design and evaluate service development
- Decider skills, trauma first aid or relevant other training
- Basic knowledge of computer, ability to maintain statistical and other basic information

### **Most challenging part of the job**

- Ability to manage high levels of distress and keep a positive, motivated and team dynamic
- Ability to offer leadership and governance by communicating openly, sensitively and ethically
- Managing the demands of the service and team cohesion

### **How to Apply**

Please submit your CV and an accompanying cover letter in which you should demonstrate how you meet the criteria above for this post to [donnasmith@mikeysline.co.uk](mailto:donnasmith@mikeysline.co.uk)

If you have any questions regarding the post, please also direct them to Donna.

Applications for this post will close on **Friday 27 September 2019**.