



# CLIMB 4

## Training Education and Arts Job Description

### Mental Health and Wellbeing Manager

**EMPLOYER :** Climb 4 Limited  
**Yearly SALARY:** £29,250  
**FIXED TERM :** ASAP to 30<sup>th</sup> January 2027  
**HOURS:-** **Full Time – 37.5 hours Per Week**  
**Flexibility is required as some evening and weekend work possible.**  
**DEPARTMENT:-** Mental Health and Wellbeing

**REPORTS TO:** Climb 4 Managing Director

**FUNCTION:** The service manager will take responsibility for the day to day management of the team and the delivery of the service activities. To ensure it meets the needs and requirements of those we support within the Mental health and wellbeing service – including all children, young people and families, funding bodies and contracting agencies. Delivering a structured, professional and co-ordinated approach, meeting the outcomes, objectives and mission of Climb 4 Limited.

#### MAIN TASKS:

1. **Recruit and perform individuals inductions for members of Mental Health and wellbeing team.**
2. **Deliver team / organisation mental health training**
3. **Ensure the smooth management of projects- eg Positive Active Minds (PAM)- and ARTS4HEALTH.**
4. **Provide Line Management and Supervision for team.**
5. **Work with Community and Families/Training & Education Managers to plan staffing and activity timetables.**
6. **Managing service and project budgets**
7. **Communicate and manage staffing rotas, holiday tracker and sickness records.**
8. **Be responsible for ensuring team are meeting project outcomes**
9. **Responsible for the delivery of appraisals, performance management and disciplinaries of team members.**

10. **Be the 'Face of Climb 4' Mental Health Networking with VCSE organisations, Schools & Academies, North East Lincolnshire council and local businesses. Attending relevant meetings when MD/or other Managers cannot attend.**
11. **Manage the Mental Health and wellbeing Referral System ensuring partnership Organisations are aware of process.**
12. **Facilitate weekly/bi monthly and Monthly staff team meetings**
13. **Create and implement across team Income Generations packages -focusing on raising income through contract delivery, memberships, Thrive social prescribing and self referrals.**
14. **Develop & Manage the Marketing Strategy for the Mental Health and Wellbeing team**
15. **Manage the Mental Health and Wellbeing team, ensuring that all operational and strategic policies and procedures are followed.**
16. **Meet with Senior Management team bi yearly to Business plan, Strategy, Action plan and budgets.**
17. **Work with Senior management team to manage integration of CRM system for Team service users**
18. **Deliver workshops and emotional support sessions when required.**
19. **Manage tracking of projects including writing year end/final reports**
20. **Write Funding Applications**

## **RESPONSIBILITIES**

- To maintain good relationships across Service
- To develop new partnerships and maintain relationships with statutory and voluntary organisations that will enhance and expand the reach of Climb4's Mental Health and wellbeing service.
- To establish and facilitate steering group/focus groups and community social action groups across the community.
- To co-ordinate the communication and promotion of Climb 4's mission, strategies and TIGER model (Trust, Inspire, Growth, Empower, Release) to encourage communities to take the lead.
- To manage marketing and promotion ensuring effectiveness and clarity with a view to our target audience
- To work with partners, community groups/organisations and the wider community to recruit volunteers
- To manage and support Delivery Team Volunteers, Apprentice, Trainees and Work Experience Students.
- To prepare information, statistics and reports for funding body and organisational management

- To ensure high quality across all areas of delivery to meet the quality standards adopted by our organisation
- To take part in continual professional development
- To create and roll out fund raising strategies. Including the co-ordination of bid writing and fundraising activities ensuring continuous development and improvement
- To maintain a professional relationship with the users of our service and with other staff, with particular attention to confidentiality and the maintenance of boundaries.
- To ensure you have an understanding (appropriate to your role) of, and comply with Climb 4 Limited procedures for promoting and safeguarding the welfare of children, young people and vulnerable adults.
- To lead team meetings on a regular basis and if required attend Directors meetings. To make deliver regular supervision, training, and personal development activities consistent with the requirements of the post and individual career goals. Be responsible to critical challenges, advice, feedback and direction.
- To work flexibly as required by the service and the employer which may require some working out of 'normal office' hours
- To ensure the implementation of all relevant policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and show a strong commitment to equality and diversity in all aspects of the job role.
- To be able to evidence Climb 4 Limited values at all times which underpin Climb 4's Mission – to provide positive activities that are **Creative**, **Inclusive** and provide **Learning** opportunities that benefit the **Mind** and **Body**. Following our '**TIGER**' model.
  1. Encouraging **Trusting** relationships
  2. Being people focused in an **Inspirational** environment
  3. Striving for excellence in everything we do and encouraging **Growth**
  4. Encouraging **Empowerment** so everyone has a voice and feels valued.
  5. Having mutual **Respect** with everyone we work with, work for and support through our services
- The post holder is expected to comply with the agreement and procedures as described in the Community Lottery Agreement document.
- This is not an exhaustive list of duties and responsibilities, and the post-holder may be required to undertake other duties which fall within the remit of the job, in discussion with the manager.
- This job description will be reviewed regularly in light of the changing nature of Children and Youth community development work and any such changes will be discussed with the post holder.

#### **DECISION MAKING:**

***The Service Manager is authorised to make:***

Day to day decisions regarding the prioritisation of tasks making up their workload and on completion of 2 months' probation period further decision-making authorisation will be negotiated and agreed

**N.B:**

Guidance is available at all times via Managing Director

**Special Circumstances:**

Some flexibility is required regarding undertaking additional duties on an ad hoc basis to support team members and community partners to ensure the efficient and effective operation of the project at a level of responsibility not higher than that of appointment.

## PERSON SPECIFICATION

	Essential	Desirable
<b>Attainments / Training</b>	<p>Must have a Educated to Degree Or Equivalent (mental health/psychology/counselling)</p> <p>GCSE/equivalent in English &amp; Maths</p> <p>Safeguarding children and vulnerable adults level 2 qualification</p>	<p>Creative or Therapeutic Qualification or training</p> <p>Management/business qualification/training</p> <p>Evidence of commitment to continuing learning and professional development</p> <p>Mental Health First Aid training</p> <p>Youth Work qualification</p> <p>PTLLS or PGCE</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of managing a service/large project within a voluntary sector organisation</li> <li>• Managing a Team</li> <li>• Networking with large key organisations and businesses</li> <li>• Financial management</li> <li>• Writing successful funding applications</li> <li>• Working with vulnerable children, young people or families</li> <li>• Strategic organisation growth and sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• Project budget management</li> <li>• Developing and integrating Marketing and Fundraising strategies</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of the needs of vulnerable children, young people and families within North East Lincolnshire</li> <li>• Impact of vulnerabilities and disadvantages on future opportunities, health and well-being.</li> <li>• Good knowledge of Local Children and Young People's Mental Health and Well-being Services</li> <li>• Good Knowledge of Child Development Local and Government legislation and key strategies</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the importance of community user led projects</li> <li>• Knowledge and Understanding of Climb 4's Objective, Mission and outcomes.</li> <li>• Understanding of how creativity can improve health and well-being</li> </ul>

	<ul style="list-style-type: none"> <li>• Understanding of how volunteer sector organisation (in particular social enterprises) run.</li> <li>• Understanding of the therapeutic benefits of 'Creative Activities' on the mental well-being of children and young people.</li> <li>• Awareness and understanding of Prevent Duty and Safeguarding issues.</li> <li>• Understanding of the importance of working within agency policy and procedures.</li> </ul>	
<p><b>Skills &amp; Practical Effectiveness</b></p>	<ul style="list-style-type: none"> <li>• Word-processing/computing skills</li> <li>• Report writing skills</li> <li>• Social networking skills</li> <li>• Accounting/Budgeting Skills</li> <li>• Good interpersonal skills (written &amp; oral)</li> <li>• Confidence and competence in the use of IT including word-processing, excel and managing an outlook account.</li> <li>• Empathy , compassion and patience</li> <li>• Ability to see potential for growth and develop new initiatives</li> <li>• Ability to deliver effective, engaging and motivation presentations</li> <li>• Ability to be an effective facilitator empowering volunteers to assist with the co-production of the project.</li> <li>• Ability to work independently and as part of a team within a framework of policy and procedures</li> <li>• Good negotiation skills / persuasive style</li> <li>• Ability to work on own initiative and prioritise work both with and without supervision</li> <li>• Ability to recognise inappropriate attitudes, language and behaviour and to take appropriate action to prevent/deal with such behaviour as appropriate</li> <li>• Ability to see solutions rather than problems</li> <li>• Ability to identify and work with assets</li> </ul>	

<p><b>Respect for Ethnicity and Diversity</b></p>	<ul style="list-style-type: none"> <li>• Awareness and understanding of diversity and equal opportunities and a genuine commitment to anti-oppressive practice.</li> <li>• Must consider and show respect for the opinions, circumstances and feelings of staff and members of the public, no matter what their race, religion, position, background, circumstances, status or appearance.</li> <li>• Must understand other people's views and takes them into account.</li> <li>• Must be tactful and diplomatic when dealing with people, treating them with dignity and respect at all times.</li> <li>• Must understand and be sensitive to social, cultural and racial differences at all times</li> </ul>	<ul style="list-style-type: none"> <li>• Have worked or volunteered or undertaken group activities with people from different ethnic and/or religious/cultural backgrounds</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• A preparedness to work flexible hours through prior arrangement as the needs of the job dictate (e.g. some evenings and weekend hours).</li> <li>• Have a clean driving licence and access to a car which is insured for business use with a current valid MOT test certificate</li> </ul>	