

**WELLSPRING SETTLEMENT**

**Job Description**

**Post:** Community Access Support Service (CASS) Manager

**Responsible to:** Locality Hub Manager

**Salary:** Scale G Pts 30 £27,906 pro-rata.

**Hours:** 28 hours per week

(Fixed Term contract currently runs to the end of March 2023)

**Holiday:** 5 weeks pro rata plus Bank Holidays

**Job Purpose:**

To manage the development and delivery of the Community Access Support Service (CASS). Working as a Bristol-wide team supporting a partnership of three organisations\* across Bristol; Wellspring Settlement in Inner and East Bristol, Knowle West Health Park in South Bristol, and Southmead Development Trust in North Bristol. Three Community Engagement Workers are each employed by one of the Healthy Living Consortium partners, led by the Project Manager.

**Main Duties and Responsibilities:**

**Management:**

* Together with members of the Healthy Living Consortium\*, deliver the workplan for the Community Access Support Service.
* Convene and support the CASS Steering Group, ensuring broad and diverse representation.
* Monitor spend against budget.
* Directly line-manage the CASS Inner City and East Community Engagement Worker.
* Co-line manage CASS Community Engagement Workers based at Knowle West Health Park and Southmead Development Trust.
* Lead the CASS Team in meeting performance indicators and quality standards agreed by the Healthy Living Consortium and commissioners.
* Lead the CASS team in design and implementation of evaluation for the service.
* Lead the CASS Team to respond to feedback from community, faith and equalities groups.
* Ensure data collection, entry and reporting is current and accurate to support the continuing learning built within the CASS Service.

**Development/Strategic:**

* Working across mental health providers and Clinical Commissioning Group.
* Attend strategic and provider meetings as appropriate.
* Develop and maintain relationships with the managers of other mental health providers, both statutory and VCSE sector, and with the CCG.
* With the support of Wellspring Settlement’s Communications team, liaise with the CCG to develop accessible and appropriate publicity and marketing materials.
* Provide feedback to mental health service providers to support the development of service delivery models based on feedback from community, faith and equalities groups.
* Support the facilitation of the Bristol Mental Health Equalities Diversity and Inclusion Working Group.
* Advocate for and facilitate the co-production of communication materials, workshops and service improvement initiatives by linking mental health providers to community groups.
* Negotiate with Public Health and Bristol City Council on the resources dedicated to the delivery of generic mental health and wellbeing courses.
* Identify and work with potential partners who can deliver courses that support wellbeing and raise awareness of mental health.

**General Duties:**

* To work within and implement all policies and procedures of Wellspring Settlement and attend appropriate team meetings.
* To communicate with staff, volunteers, service users and partners in a positive and effective manner.
* To play a positive and effective role as a member of organisational groups within Wellspring Settlement, particularly as a member of the management team.
* To attend and participate in training as required.
* To be responsible for ensuring that all staff in your teams use the Focus database system as appropriate to their roles and the needs of the organisation.
* Perform other duties appropriate to the post which may from time to time be requested.
* You may be required to work across the Wellspring Settlement sites.
* To be able to work occasional evenings or weekends
* To take up appropriate opportunities for own continued professional development and participate in Wellspring Settlement’s appraisal system

**Criteria:**

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| **Do you have?** |
| An **understanding of Bristol’s diverse communities**, knowledge of the issues they face when accessing mental health and wellbeing services. |
| An **understanding of mental health** issues and the ability to challenging stigma? |
| A **strong commitment to Equalities**, Diversity and Inclusion practices, and motivation to work towards more equal service provision? |
| **Enthusiasm and commitment** to inclusion, working with people to involve them in the services they wish/need to access? |
| **Are you able to?** |
| Engage with, and **communicate** to a wide range of stakeholders, including community leaders, service providers, VCSE organisations and commissioners? |
| **Manage and inspire** a project team, monitor performance to targets, evaluate project outcomes and produce effective reports and presentations to reflect the impact of the service? |
| Inspire a wide range of stakeholders to **work in partnership** with CASS, maintain ongoing relationships, and negotiate differing priorities? |

CASS is commissioned by Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group, and is managed by Wellspring Settlement on behalf of the Healthy Living Consortium\*, a partnership of three organisations across Bristol; Wellspring Settlement in Inner and East Bristol, Knowle West Health Park in South Bristol, and Southmead Development Trust in North Bristol.