

Job Description: Manager, One to One Project (charity)

Location: Nelson House, Bergen Way, North Lynn Industrial Estate, King's Lynn, Norfolk, PE30 2DE

Part Time: 30 hours/week

Salary: Circa £30k per annum (based on full time)

The One to One Project (registered Charity no. 299052) provides support to adults aged over 18 years, who are disadvantaged by mental ill health, including the parents and carers of children and adults with mental health problems that cause disruption to daily living.

A volunteer team of 28 counsellors and mentors are currently complimented by three members of staff; a Manager, Assistant Manager and Administrator. The majority of our services are carried out at our premises in King's Lynn, with some support offered at outreach venues and within the community of West Norfolk. Our premises comprise two main offices, three therapeutic rooms and a large group/meeting room.

The Project's support services are currently delivered between the hours of 9.00am and 3.00pm Monday to Wednesday, 9.00am to 8.00pm on Thursday and 9.00am to 1.00pm on Friday. Continuing Professional Development is provided on one Saturday per month for seven months of the year, which is currently overseen by staff on a flexible rota basis.

Administrative support is provided by an administrator five days per week. The Assistant Manager currently works three days per week including Thursday evenings.

The One to One Project is in an exciting phase of planning and development and needs an enthusiastic and motivated leader. The post holder should have excellent interpersonal skills as well as being energetic and enthusiastic with a wholehearted commitment to providing respectful and high quality services to our clients. They should also have an ability to think and act quickly and creatively in meeting client needs and promoting change in the organisation.

We are currently part funded through a Big Lottery grant but also rely on a range of other grants as well as charitable activities, fundraising and donations

The One to One Project is an organisational member of the British Association of Counselling and Psychotherapy (BACP) and adheres to its Ethical Framework. All staff and volunteers are expected to work within this framework and observe the One to One Project's Policies and Procedures with strict adherence and to ensure that they are understood and practiced by everyone working within the One to One Project.

Reports to: The Chair of the Board of Trustees

Responsible for: All employees and volunteers

Key Relationships:

Internal: Chair and trustees, Patron, treasurer, employees, volunteers and clients

External: Local health professionals, funders, other supporters including local companies, organisations, grant-making trusts and foundations.

Key Objectives:

- To provide strong day to day leadership, direction and management in relation to all aspects of the Charity's activities, including service provision, volunteering and fundraising
- To represent the Charity in various public contexts and to develop and maintain relationships with key external partners and agencies
- To facilitate the continued provision and development of the Charity's services through effective partnership working and increasing current and other potential income streams
- To manage the implementation of the Charity's strategic plan and to develop and manage annual operational plans, ensuring they are continually the central drivers of the Charity's work

Principal Accountabilities:

Provide clear leadership, direction and management for the Charity, its employees and volunteers

- Act as a source of inspiration, motivation and support for all employees and volunteers
- Ensure all employees are set annual objectives which are regularly reviewed, and receive an annual appraisal
- Prepare and implement annual business/operational plans which reflect the agreed strategy of the Charity, and develop and maintain systems to monitor the progress of those plans

Work with and support the Board of Trustees to ensure good governance of the organisation

- Ensure that the legal requirements of the Registered Charity are met
- Attend and report to the Board of Trustees as required. Report management information to the Board in a timely and accurate manner, to reflect the service delivery and other achievements of the Charity
- Ensure the timely production of papers, reports and minutes as required
- Ensure that the Board of Trustees are kept abreast of changes in legislation, policy and other drivers of the Charity's work

Ensuring the continued effectiveness of the counselling and other clinical service delivery

- Clinical assessment of adults on referral to the project
- Allocating clients to volunteers
- Provide regular supportive managerial reviews to individual volunteer counsellors
- Receive regular management and clinical supervision
- Undertake regular continued professional development

Ensure the continued development, quality levels and effectiveness of service delivery

- Develop and maintain a thorough knowledge of adult mental health service provision, including relevant government agenda, local and national support services, and local and national health services
- Evaluate services to ensure that an efficient, effective, quality service is being provided
- Facilitate consultation with service users to ensure that the charity continues to be responsive to their needs
- Monitor demand for services and manage resource allocation
- Manage the recruitment of new volunteers into the service
- Evaluate, cost and implement new initiatives and service delivery opportunities

- Ensure that, where contracts are in place for service delivery, all contractual requirements are met
- Develop and maintain relationships with external agencies and partners.

Increase the charity's profile, reach and influence

- Represent the charity's aim and services in the wider context of the health and social care sector, and participate in partnership meetings and other forums as relevant
- Positively represent and promote the charity in all its dealings with external agencies
- Ensure compliance across all media with the charity's brand guidelines, including online and in print, ensuring that all output is of the highest quality and reflects well on the charity
- Manage overall editorial function of the charity's newsletter, website and social media channels

Oversee the fundraising function, and manage & develop the charity's income streams

- Build and maintain excellent relationships with existing and potential funders in order to maximise income from these sources
- Ensure the effective management of existing income-generating service delivery contracts, including the timely reporting to funding bodies as required
- Lead on and actively engage in the development, planning and delivery of a fundraising strategy to maximise income in order to secure the long-term future of the charity and to ensure that financial targets can be met
- Build and maintain profitable long-term relationships with current and potential donors/supporters in order to grow existing funding streams
- Build on existing fundraising activity, developing new and imaginative fundraising activities
- Increase funds through researching and targeting grant-making charitable trusts and foundations whose criteria match the objectives of the charity

Oversee the Human Resource (HR) and finance functions of the Charity

- In conjunction with the Board of Trustees, take responsibility for ensuring excellent practice in all aspects of HR including:
 - Recruitment, Training, development and appraisal systems
 - Carrying out an annual appraisal for each employee
 - Ensuring that staff resources are used as effectively and efficiently as possible, aiming for maximum levels of service provision
 - Maintaining and building on the strong shared sense of identity, culture and team work that already exists within the charity
- In conjunction with the treasurer/accountant and finance administrator, take responsibility for ensuring an effective performing finance function including:
 - Production of the annual budget for approval by the Board of Trustees
 - Reporting of management information to enable monitoring of financial performance against that budget
 - Production of accounts and Annual Returns to enable the Board of Trustees to fulfil its statutory reporting requirements
 - Production of reports of expenditure utilisation as required by funders
 - Preparation of costings for existing and proposed activities

- Ensuring that expenditure is properly approved, recorded and managed in line with agreed budgets and the charity's policies
- Work with the Board of Trustees to ensure adequate internal controls are implemented in order to minimise risk of waste or fraud

Oversee Health & Safety and Risk Management

- Ensure a "safety-first" culture pervades the charity
- Devise and implement a Risk Management Schedule to monitor key areas of risk in the charity
- Monitor changes in applicable law and regulations

Any other responsibilities commensurate with the role or required to fulfil the expectations of the position

Person Specification: Manager

Knowledge and Experience

Essential

- Clinical experience and qualification in mental-health or social work
- Operational and management experience in a Voluntary, Community and Social Enterprise Sector, health or social care organisation
- Direct involvement in the development of strategy, business plans and organisational policies
- Sound financial awareness, including experience of managing and controlling budgets/resources/funding/audit and an understanding of financial management procedures
- Direct experience of the UK voluntary fundraising environment, encompassing community fundraising, Trusts and Foundations
- Experience of staff and volunteer management, including personal development and objective setting
- Experience of marketing and promoting an organisation to increase awareness and support
- Experience in working with, and implementing, effective systems to ensure high quality governance and data collection

Desirable

- Experience of working with volunteers
- Knowledge and understanding of working with vulnerable adults
- Experience in leadership and change management

Skills, Abilities and Competencies

Essential

- Committed and highly self-motivated with ability to enthuse, inspire and motivate others in order to ensure the objectives of the charity are achieved
- The ability to work in a self-directed manner, and as part of a team, including ability to develop and build good working relationships with all stakeholders and partners
- Excellent organisational, written and verbal communication skills
- The ability to network and communicate with a wide range of personnel including healthcare professionals, charity representatives and fundraisers

- Highly professional approach to all tasks
- Ability to work under pressure, managing competing priorities, and ensuring deadlines are met
- Good organisational, administrative and time-management skills.
- Computer literacy in dealing with standard MS Office packages, including spreadsheets.