

# **PCN Manager**

## **July 2025**

Havant and East Hampshire Mind  
Havant Wellbeing Centre  
Dunsbury Way  
Havant  
PO9 5BG

02392498916

[www.easthantsmind.org](http://www.easthantsmind.org)

**Re: PCN Manager**

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the job advertisement, job description and person specification.

For more information about the role and our services, please see our website at [www.easthantsmind.org](http://www.easthantsmind.org) or to discuss the role, contact Helen Mothersole, Director of Service Development, [helen.mothersole@easthantsmind.org](mailto:helen.mothersole@easthantsmind.org)

To apply, please submit your application form which should outline why you are suitable for the role.

Please return completed applications to [recruitment@easthantsmind.org](mailto:recruitment@easthantsmind.org)

Yours sincerely

**Helen Mothersole**  
**Director of Service Development**

# The benefits of working with HEH Mind

## Make a real difference to local people

We're a local Hampshire charity and we're here to make a positive difference to lives and communities. You'll work with a passionate, knowledgeable and dedicated team with a big heart.


## Holidays

- It's important to take time off. We give you 25 days a year, increasing by one day per year of service up to 30 days, and bank holidays (all calculated pro-rata for part-timers). We also give an additional winter's leave day in late December.
- Employees are also gifted a days' leave to celebrate their birthday.

## Learning, growth and development

- We're committed to supporting our staff with learning and professional development, so we offer opportunities for coaching, training and mentoring.
- Everyone, regardless of role, is offered free Connect 5 mental health and wellbeing training.
- As a rapidly growing organisation there are regular opportunities to grow and develop within roles and through internal promotions.
- Joining HEH Mind makes you part of the Mind Federation, which includes 110 local Minds across England and Wales and access to the Open hub platform and learning, development and good practice sharing opportunities.

## Workplace wellbeing

- As workplace wellbeing experts you will be joining a workplace with a strong employee wellbeing focus. Which includes engagement opportunities such as our monthly digital 'Break Room' to meet staff from across the charity.
  - Remote and homeworking flexibility (dependent on role requirements).
  - We are a Mindful employer + accredited. All staff have access to our confidential 24/7 employee assistance programme.
  - If you use a PC within your role, we will provide free eye tests, if necessary.
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# Job Advert

## Primary Care (PCN) Manager

We're looking for a passionate and inspiring leader to join Havant & East Hants Mind as our **Primary Care (PCN) Manager**.

This is a fantastic opportunity to lead our dedicated wellbeing team delivering impactful mental health support in GP surgeries and the community. You'll ensure high-quality, person-centred services that meet local needs while championing co-production, data-driven improvement, and meaningful partnerships with Primary Care Networks and commissioners.

At HEH Mind, we value compassion, inclusion, and innovation. You'll be part of a warm, committed team that supports each other and is proud to make a difference in people's lives every day.

If you have experience in operational leadership, mental health services, and a drive to improve lives through high-quality service delivery — we'd love to hear from you.

**Make a real difference in your local community — and thrive while doing it.**



## Job Description

<b>Job title:</b>	PCN Manager
<b>Salary and grade:</b>	£32,960 FTE per annum. Actual Salary £26,724.32 pa
<b>Contract:</b>	Permanent
<b>Contracted hours:</b>	30 hours per week
<b>Working base:</b>	Hybrid working – to include PCN locations within Havant & East Hants, office-based at Leigh Park Community Centre, and homeworking
<b>Reports to:</b>	Head of Services and Quality
<b>Direct Reports:</b>	Senior Wellbeing Advisor, Wellbeing Advisors, Peer Lead, Peer Support Workers
<b>Checks made:</b>	Enhanced DBS and 2 satisfactory references

## Purpose of Post

This management role supports the delivery of high-quality mental health and wellbeing services embedded within Primary Care Networks (PCNs) and the wider community. The PCN Manager will lead and coordinate a team delivering 1:1 wellbeing support in GP surgeries and community peer support across Havant and East Hampshire.

The postholder will foster strong relationships with PCNs, the voluntary and community sector, and statutory partners, champion co-production, and promote person-centred, evidence-based interventions. The manager will be responsible for embedding a culture of excellence, staff wellbeing, and continuous quality improvement.

## Key Responsibilities

### Leadership and Line Management

- Provide day-to-day management and supervision, including Designated safeguarding Officer (DSO) of the PCN Wellbeing and Peer Support teams.
- Deliver effective team meetings, 1:1 supervision, and annual performance reviews.
- Promote a culture of support, development, inclusion, and high performance.
- Lead staff recruitment, induction, training, and development planning.
- Service Delivery and Development
- Ensure all services are safe, effective, person-centred, and meet both contractual and internal quality standards.
- Champion service user involvement and co-production in service delivery and development.

- Support integration between PCN and community services, including peer support pathways and facilitation of wellbeing groups.
- Respond to local and national developments in primary mental health care and VCSE integration.

### **Performance, Quality and Compliance**

- Monitor key performance indicators, outcomes, and reporting obligations using internal and external systems.
- Lead on quality improvement initiatives and compliance with HEH Mind's Quality Assurance Framework (MQM).
- Support service evaluations and contribute to contract compliance reports and audit preparation.
- Ensure safeguarding practices are embedded and monitored across the team.


### **Stakeholder Engagement and Partnership Working**

- Maintain and develop positive relationships with PCNs, GP practices, commissioners, and statutory and VCSE partners.
- Represent HEH Mind at PCN, locality, and system-wide meetings as appropriate.
- Work with the Head of Services & Quality to promote the service, identify gaps in provision, and contribute to development bids.

### **Operational and Administrative Responsibilities**

- Liaise with PCNs regarding staff rotas, sickness cover, and service coordination.
- Provide or coordinate timely updates for internal reporting, board summaries, and funder feedback.
- Maintain accurate records and ensure data integrity and security in line with GDPR.
- Attend relevant training, meetings and contribute to organisation-wide development.

#### **Other**

- Attend and contribute to relevant meetings, forums and events.
  - Act as an effective ambassador for HEH Mind's work in the local community and build support for the work it does.
  - Develop and maintain constructive and high-value alliances, partnerships and networks with all principal stakeholders and supporters and with National Mind.
  - Provide on call support for our out of hours services, one evening a week, as part of a rota with other Managers
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## Person Specification

### *Knowledge, experience, values, skills and behaviours*

#### Essential

- Degree or relevant professional qualification in Health, Social Care, Psychology, or equivalent experience.
- Significant experience managing teams in health, social care, or voluntary sector settings.
- Experience working with people with mental health challenges, including those in crisis.
- Experience in supervision, staff development, recruitment, and performance management.
- Proven ability to work with complex partnerships, including GPs, PCNs, and statutory services.
- Strong understanding of safeguarding procedures and risk management.
- Experience monitoring performance, producing reports, and using data to improve services.
- Excellent written and verbal communication skills.
- Highly organised, with strong time management and prioritisation skills.
- IT literate, including Microsoft Office and CRM or health systems (e.g., EMIS, RIO, System One).
- Full UK driving licence and access to a vehicle for work purposes.

#### Desirable

- Knowledge of PCN structures and NHS primary care integration models.
- Experience of using Health IT systems (e.g., EMIS, System One).
- Leadership qualification or relevant management training.
- Understanding of co-production and lived experience approaches.
- Experience working in the VCSE sector with a good knowledge of local services.
- Commitment to HEH Mind's mission, values, and person-centred approach.
- A compassionate, trauma-informed leadership style.
- Commitment to equality, diversity, and inclusion.
- Able to work flexibly, including occasional weekends, evenings and travel within the region for events and promotion.
- Personal resilience, openness to feedback, and a commitment to continuous professional development.

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