



Service Manager

Job Description

Location: Central

Salary: £32,359.45

Band: 1.7

Hours: 21 hours per week. Hours are typically worked Monday to Friday between 9.00am and 5.00pm. However, occasional evening and weekend work may be required to meet service delivery needs.

Contract: Permanent

Directorate: Services

Reports To: Senior Service Manager

Disclosure & Barring Check: This post will be subject to a PVG check for working with vulnerable adults.

About the Project/Service

As a Service Manager, you will be responsible for leading community based mental health service delivery and achieving positive service outcomes, within Edinburgh Services. You will lead multiple projects and/or services, across our Outreach and Hub-based services, by helping create environments where people feel believed, respected and heard, and where they can engage in meaningful activities that will improve their mental health.

Our community-based Hub in Edinburgh, provides non-clinical, person-centred support in a welcoming environment where people can take part in group activities, peer support and recovery-focused opportunities. The Hub supports people to build social connections, develop knowledge, skills, confidence and resilience, and improve their mental health and wellbeing. Activities include art, music, walking groups, wellbeing sessions, and confidence-building opportunities. The Hub also delivers specialist projects such as Signature Project for men experiencing PTSD, and it hosts the Veterans Community Café as part of its wider commitment to early intervention, prevention and community mental health support.

Our Outreach support, which is a Care Inspectorate Registered service provides person-centred, outreach support to adults affected by mental illness in their own homes, in line with the Health and Social Care Standards and relevant policies, procedures and regulatory requirements. We serve the surrounding communities of Fife with non-clinical emotional and practical support that helps people build the knowledge, skills, confidence and resilience to self-manage their mental health and



wellbeing, using practical tools, coping strategies and signposting to the most appropriate next step in their journey.

About the Role

As Service Manager, you will manage all operational aspects of the services – you are responsible for ensuring the delivery of high-quality, person-centred support across the region. Your focus is on whole service oversight - embedding processes, demonstrating local impact and effective service delivery in your team.

You will manage stakeholder relationships, support strategic planning and report on outcomes to demonstrate impact and inform service development. You will identify service gaps, develop procedures and systems to ensure your services are of an exceptionally quality, including quality assurance processes and local safeguarding.

You will have a strong understanding of mental health services, you will bring expertise, empathy, and motivation to your role. You will lead your team, fostering a positive and supportive environment that enables staff to thrive and deliver exceptional care.

Working closely with colleagues, partners and communities, you will contribute to creating an environment where people feel safe and accepted, connected to others, and hopeful for the future. You will role model the values of Change Mental Health and work in a way that is shaped by lived and living experience, evidence led, goal orientated and focused on measurable impact.

Operating with autonomy, you will know when to escalate issues and when to take the lead, driving service innovation and continuous improvement.

Key Responsibilities

- Oversight of the safe delivery of day to day service(s) delivery, ensuring resources are well allocated, challenges are resolved promptly, risk are managed and high standards of practice are achieved.
- Ensure that the service(s) is of exceptional quality. This includes managing and monitoring local procedures, conducting regular audits of case records and building a learning and reflective culture
- Manage service budgets, contracts, and performance frameworks, ensuring resources are used effectively and agreed outcomes, KPIs, and impact measures are achieved.
- Lead, support and motivate a team of staff, providing direction, support and supervision to ensure high quality and person-centred support



- Manage HR issues as they arise in the team, and seek advice from the HR Team as appropriate to mitigate organisational risk and ensure supportive working practices and an inclusive culture are in place
- Support regular service reviews and monitor KPIs and outcomes, ensuring evaluations demonstrate positive client outcomes.
- Responsible for ensuring the building is safe and welcoming, and offers a psychologically informed space
- Collaborate with your line manager to plan and implement strategic and operational goals
- Identify service gaps and alongside your line manager develop long-term solutions to develop and evolve the service(s)
- Prepare accurate, high-quality reports that supports both internal performance monitoring and external accountability including reporting to funders.
- Contribute to the identification and development of funding opportunities, supporting applications that demonstrate community need, measurable impact, and alignment with organisational priorities.
- Actively work with commissioners, and community and statutory partners, to strengthen referral pathways and raise awareness of the services and Change Mental Health, and to ensure Change Mental Health are best positioned for any emerging opportunities
- Support the design, development, and implementation of new projects and services that respond to unmet need, community priorities, and Change Mental Health's strategic vision
- Co-design and deliver training that build knowledge, skills, confidence, and consistency of practice across services.
- Contribute actively as a member of the Management Team, working collaboratively with colleagues to share expertise, provide support, and promote organisational learning and continuous improvement.
- Promote the values of Change Mental Health in all aspects of your work and represent the services positively within the community.
- Maintain clear communication with colleagues, contributing to team meetings, reflective practice, and ongoing service development.
- Provide guidance and support with safeguarding, wellbeing, health and safety or risk concerns promptly in line with organisational policy.



General Responsibilities

- Work in line with CMH values, policies and quality frameworks including the Quality Assurance framework, and SSSC Codes of Practice
- Maintain accurate, confidential records in line with Data Protection and Information Governance requirements.
- Carry out dynamic and ongoing risk assessment to protect the wellbeing and safety of individuals.
- Demonstrate professional boundaries and uphold CMH's standards at all times.
- Participate in supervision, training, team meetings, and reflective practice to support continuous professional development.
- Work collaboratively with colleagues and managers to deliver high-quality, across services
- Respond flexibly to service needs, providing support across both project and outreach
- Actively promote Change Mental Health and contribute to organisational initiatives.
- Undertake any other reasonable duties relevant to the role as services continue to develop.
- May include some evening and weekend working where required, time off in lieu will be given in accordance with Change Mental Health's TOIL policy
- Being part of an on-call rota to support staff, as and when required

Essential Criteria

- Educated to SVQ Level 4 Social services and healthcare (adults) (or equivalent) or willing to work towards if the organisation requires
- Hold the appropriate qualifications to be a Registered Manager with the Care Inspectorate, or a willingness to work towards obtaining the appropriate qualifications, if required by the organisation
- Strong knowledge of Health and Social Care policy in Scotland and its practical application, including risk assessments and safeguarding
- Experience supporting individuals and families affected by mental health challenges
- Outcome-focused, with a strong understanding of the wider health, social care, and Care Inspectorate landscape
- Demonstratable experience of positively leading, managing and motivating a team of staff to provide high-quality support



- Demonstrates effective written and verbal communication, with the ability to adapt based on the situation and audience, including presenting to and engaging with external stakeholders
- Ability to build and maintain stakeholder relationships to support the development of the service
- Experienced in designing and implementing operational policies and procedures to support the safe delivery of a service
- Good analytical skills and the ability to interpret and present/report data in an engaging manner
- Ability to problem solve and use own initiative to innovate and resolve challenges, and ability to know when to escalate appropriately.
- Compassionate, non-judgemental approach with strong values aligned to Change Mental Health
- Proficient in Microsoft 365 (Outlook, SharePoint, Teams, Advice Pro)

Desirable Criteria

- Knowledge and experience working in and delivering regulated service, and acting as the regulated supervisor
- Knowledge of budget management of a service

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.