



Senior Service Manager

Job Description

Location: Central Services (with responsibility across multiple service locations and regular travel required throughout the region)

Salary: £37,133.50

Band: 2.1

Hours: 35 hours per week, 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: Head of Service

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

About the Project/Service

As a Senior Service Manager, you will oversight of operational delivery, quality and impact of multiple community mental health services across our Outreach and Hub-based services across Central Services.

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 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 Senior Service Manager, you will oversee operational delivery of the services and be accountable for high-quality, person-centred, non-clinical community support across the region. You will lead with a focus on quality, development and measurable impact, ensuring services are evidence led, shaped by lived and living experience, and aligned to Change Mental Health's approach to early intervention, prevention and sustainable self-management.

You will set the standard for support and culture, ensuring safe, clear and effective health and safety, quality assurance and performance systems are in place, regularly monitored and continuously improved. You will oversee audits, reflective practice, local training and service reviews to strengthen practice. You will also evidence impact through high-quality outcome and funder reporting, using data, learning and feedback to show how support improves people's confidence, resilience, skills and wellbeing.

You will work closely with the Head of Service, deputising where required, and play a key role in strategic planning, stakeholder relationships and service development. This role will help shape the strategic direction of the service(s), ensuring current and new services respond to community need, are built on strong partnerships and deliver meaningful, measurable impact.

You will bring strong knowledge of mental health services. You will be systems minded, ensuring local processes are implemented consistently to support safe, effective and high-quality delivery.

Operating with a high degree of autonomy, you will know when to escalate and when to lead, driving innovation and continuous improvement. You will carry out dynamic risk assessments and make informed judgements in complex situations.

Key Responsibilities

- Oversee the safe, effective and high-quality delivery of the service(s) with minimal oversight, ensuring resources are well allocated, risks are identified and mitigated early, and operational challenges are resolved promptly
- Lead a team of staff, providing clear direction, supervision and reflective practice to ensure consistently high-quality, person-centred support
- Manage HR issues as they arise within the team, seeking advice from the HR Team as appropriate to mitigate organisational risk, support staff wellbeing



and development, and maintain inclusive, safe and effective working practices.

- Oversee service budgets, contracts, and performance frameworks, ensuring resources are used effectively and agreed outcomes, KPIs, and impact measures are achieved.
- Deputise for the Head of Service when necessary
- Provide confident safeguarding guidance, advice and support to the team, to ensure concerns are identified early, managed safely and escalated appropriately in line with policy, legislation and best practice.
- Embed clear procedures, carrying out regular audits of case records and practice, and lead full service reviews
- In collaboration with the Head of Service, set and monitor KPIs and outcomes, to evidence measurable impact, strengthen practice and demonstrate positive outcomes for the people and communities we support.
- Manage health and safety processes and ensure compliance in your area, including risk assessments, lone working procedures, safeguarding, adult support and protection, and child protection concerns, so that risks are mitigated and people, staff and services remain safe.
- Identify service gaps, risks and emerging needs, and develop sustainable solutions that improve efficiency, strengthen quality and safety, and increase the impact of support.
- Prepare high-quality reports that support internal performance monitoring and external accountability, including reporting to funders and stakeholders, clearly evidencing quality and measurable impact.
- Support the develop of funding applications and tender bids, as required, in partnership with the Head of Service and Fundraising Team
- Build and maintain strong relationships with community and statutory partners to strengthen referral pathways, improve collaborative practice, raise awareness of the services and support effective, joined-up responses to community need.
- Design and implement new services in response to unmet community needs and Change Mental Health's strategic vision
- Be part of the Management Team and work closely with peers to provide guidance and support, as required
- 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, continuous improvement and ongoing service development.

General Responsibilities



- Work in line with CMH values, policies and quality frameworks including the Quality Assurance framework, and SSSC Codes of Practice
- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- 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, support across services.
- Respond flexibly to service needs, providing support across multiple services if required
- 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
- Excellent knowledge of Health and Social Care policy in Scotland and its practical application, including risk assessments and safeguarding
- 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
- Experience of budget management of a service
- Demonstrates the ability to cultivate and maintain strategic and operational 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



- Ability to work comfortably with the detail of strong operational service delivery and balancing this with working strategically
- Strong 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)
- Committed to equality, inclusion, and the values of Change Mental Health
- Willingness to travel throughout different parts of Scotland, including National Office

Desirable Criteria

- Knowledge and experience working in and delivering regulated service, and acting as the regulated supervisor

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.