



JOB DESCRIPTION & PERSON SPECIFICATION

Job title: Service Manager

Service: Norfolk and Suffolk Services

Salary: Grade 4 (lower) point 29-33 – £36,477 – £40,699

Hours: 37 hours (Full-time)

Location: Norfolk

Responsible to: Operations Manager

Job Summary:

Family Action have a significant role within Norfolk and Suffolk, offering both Mental Health and Wellbeing services (MH/WB), and Neurodiverse Support Services. The Service Manager will work closely with the Operational Manager and Co-ordination team, This post currently 4 oversees core services that support individuals or families where mental health or wellbeing may be compromised without solution-focused interventions, and 3 core services, that support parents/carers of children pre and post autism/adhd diagnosis. This comprises of direct work with families where needed, face to online workshops and courses, drop-ins and digital resources, and telephone advice and signposting.

Summary of job:

To deliver strategic and supportive leadership to projects that deliver interventions for individuals, families and communities in Norfolk and Suffolk ensuring delivery is to a professional standard and upholds their reputation with all stakeholders

To support the Operational manager to review whole service delivery, and ensure all activities are innovative, flexible and adhere to the Family Action and Central teams 5-year strategies.

To provide and model effective supervision for staff including case management and clinical.

To ensure high standard of quality assurance and professional practice across all services

Key Tasks & Responsibilities:

Strategic

- To oversee the for the planning, management and delivery of all services, ensuring that KPIs and CIPs are fully met.
- To work closely with the Operational Manager to ensure quality delivery of services provided the Norfolk/Suffolk team, staff and volunteers.



- To develop and review the practice wheels and Logic Models that outlines the structure and research basis of the service. To engage with the Family Action Communities of Practice, roadshows and other internal opportunities to ensure strategic aims and objectives are constantly developing.
- To ensure a high standard of quality assurance and professional practice across the staff, through clinical and line management supervision, case audits, the use of MIR, Scorecard and Service Level Reports drawing upon data, and provision of training opportunities.
- Work with and support the Operational Manager to develop and maintain strong relationships with commissioners, including identifying and influencing future funding streams, providing quarterly, quality and annual reports/data as required.
- To chair coordinators meetings, ensuring that any training requirements, service needs and or development opportunities are identified and met.
- To review management accounts and budgets with the Operational Manager and administrative team regularly to identify and correct any areas of concern.
- Support the Operational Manager to identify further funding streams and opportunities
- Promote Family Action services within local and wider networks, developing the service presence on digital and social media platforms that share information regarding the projects.
- Support Operational Manger to explore and identify areas of service needs across Norfolk and Suffolk and to build network and integrational working partnerships to support this.
- To be instrumental in shaping the future of the services both in Norfolk and Suffolk as well as part of the wider Central Team.

People Management

- Be responsible for the overall management, mentoring and support of Service Coordinators and, where needed, other staff.
- Ensuring high standard of case recording and practice, and Safeguarding, Risk Assessment and Health and Safety policies and procedures are adhered to at all times.
- Offer a level of clinical supervision with staff where required, to reflect upon and monitor cases, to develop professional practice, and manage difficult situations where necessary.
- To oversee the implementation of group supervision, learning opportunities and peer support networks.
- Deliver Family Action's formal Annual Appraisal process for all workers, either 'parenting' or 'grandparenting' as required.
- Work with the Co-ordinators and Operational Manager to support robust staff and volunteer recruitment processes adhering to Safer Recruitment policies and procedures.
- To ensure all aspects of the services are fully compliant with Family Actions Safeguarding policies and procedures .
- To ensure robust risk assessments and management is in place
- To support co-ordinators to recognise and address poor performance and to undertake necessary investigation when required



Administration

- Review administrative procedures with Service co-ordinators and Business support Administrator to ensure high quality of input, identify areas of need or shortfalls, adhering to Data protection and GDPR regulations.
- Supporting Business Support Administrator to ensure data retention and central filing is managed effectively and is kept up to date
- Ensure the Inform case management system is up to date, and that data is accurately recorded, through regular auditing.
- Work with the service coordinators in ensuring participation and co-production with service users.
- Explore further areas of administration and record keeping that could be streamlined and improved.

Professional Development

- Actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement.
- Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
- Contribute to the growth and development of the organisation appropriate to your role, by gaining a working knowledge of Family Action's portfolio of services and being an ambassador for the work.
- Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - Being **people** focused
 - Reflecting a '**can do**' approach
 - Striving for **excellence** in everything we do
 - Having **mutual respect** for everyone we work with, work for and support through our services
- Implement Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
- Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
- Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

PERSON SPECIFICATION

Requirements		Essential	Desirable
Education, Qualifications & Background			
1.	Professional qualification in Health, Social Care or Mental Health and a commitment to continued learning and professional development.	✓	
2.	Educated to degree level or above in a relevant sector.		✓
	Ability to travel across Norfolk and Suffolk	✓	
Experience			
3.	Minimum 3 years' experience of working in mental health setting and/or SEN setting	✓	
4.	Minimum 3 years' experience of managing, supporting and developing staff teams	✓	
6.	Experience in managing and developing services within contract and funding constraints liaising with funders and stakeholders	✓	
5.	Experience of recruiting and working with volunteers		✓
Knowledge & Skills			
5.	Strong interpersonal, and communication skills	✓	
6.	Knowledge of long-term health conditions and strategies to improve health and wellbeing, plus an understanding of the social and emotional determinants to health and the impact of ill health, deprivation and discrimination on communities and individuals.	✓	
7.	Good understanding of development needs of children and challenges of parenting.		✓
8.	Effective communication, presentation and record keeping skills, with the ability to collate data in accessible formats for service users and write comprehensive reports for a variety of stakeholders.	✓	
9.	Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner.	✓	
10.	Proficient in Microsoft Office with strong IT and administration skills.	✓	
11.	Ability to prioritise and willingness to take responsibility for workload management and performance in a busy environment of changing priorities.	✓	
12.	Willingness and ability to make sound professional judgements including high risk issues about services users their families and carers, including safeguarding application.		
Values			
13.	<p>Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by:</p> <ul style="list-style-type: none"> • Being people focused • Reflecting a 'can do' approach • Striving for excellence in everything we do • Having mutual respect for everyone we work with, work for and support through our services 	✓	



14.	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	
In addition			
15.	Willing to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.	✓	
16.	Appointments are subject to Family Action receiving a satisfactory standard disclosure from the Disclosure and Barring Service	✓	