


Document:	Job Description and Person Specification
Job Title:	Area Service Manager Yorkshire (Kirklees, Leeds, and York)
Project Base:	Emerging Futures offices and WFH
Hours & Salary:	37.5 hours – £41,355 - £45,283
Accountable to:	Head of Operations North
Job Summary:	<p>The Area Service Manager will be an experienced operational manager who has a proven track record in managing front-line substance misuse, recovery and/or housing services.</p> <p>As a member of the national Joint Leadership Team (JLT), you will oversee, shape, and develop our services across a defined geographic area as agreed with your line manager.</p> <p>You will be responsible for any contracts with Change Grow Live and other partners and commissioners locally, developing coaching models and delivering behaviour change and other psychosocial programmes. You will also be responsible for managing our expanding housing portfolio and related housing support services.</p> <p>Working with the National Housing Team. You will ensure that all EF housing stock is compliant with Local Authority and statutory landlord standards. Furthermore, you will appraise new and existing stock to assess and feedback on the longer-term viability and any growth opportunities.</p> <p>You will have responsibility for planning, delivering, and monitoring services, working with those who are socially marginalised, stigmatised and have a lack of social support but who have begun a journey of change, recovery, and rehabilitation.</p> <p>The role will involve also involve taking a national thematic lead on areas agreed via JLT as a priority to the organisation.</p> <p>Working with the Head of Operations, you will create a culture to support the ethos of the organisation and provide values based, clear and passion driven operational leadership to your teams.</p>

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Values:	<p><u>Our values</u></p> <p>Respect: listening to people and treating them with dignity.</p> <p>Integrity: being honest and open (with each other) and providing a voice for those who are expert by experience.</p> <p>Accountability: taking purpose-driven action, owning our decisions, and remaining flexible as we grow.</p> 
Benefits:	<ul style="list-style-type: none"> • Minimum 25 days annual leave + bank holidays (pro rata for part time employees) • Day off on your birthday every year • Inclusive culture promoting innovation and autonomy • Extensive Employee Assistance Programme including access to counselling, specialist advice and an online wellbeing portal • Enhanced family friendly policies • Emergency Financial Assistance policy • Death In Service policy • Pension scheme • Option to purchase extra holidays • Wellbeing hour • CPD hour • Cycle to Work Scheme • Annual company events • Extensive training package • Support around personal and professional development

Principal Duties and Responsibilities

Leadership and Staff Management

1. To provide strong, visible operational leadership and direct line management to the teams responsible for the delivery of contracts and Emerging Futures (EF) housing projects.
2. To lead on the compliance and suitability of the housing stock across your portfolio, maximizing all income streams available.
3. Hold managerial responsibility for the staff within your services to ensure a skill mix and ensure robust systems are in place for general and clinical supervision.
4. To ensure services and activities are coordinated, efficiently managed and financial and human resources are maximised to ensure colleagues feel valued and able to work effectively.
5. To provide coaching, wellbeing support, training, and supervision to enable your teams to deliver their roles, grow and reach their fullest potential.
6. To ensure there are clear lines of accountability and responsibility across the team which foster and maintain effective working relationships for the organisation.
7. To ensure teams can work in a harm reduction informed way, facilitate access to mutual aid, understand Asset Based Community Development and support on-going recovery in the community.
8. Supported by our HR consultants, manage all employee relations issues within your service area and support the recruitment, induction, and training of staff, creating employment progression opportunities across the organisation.

Communication, Representation and Engagement

1. To ensure the profile of EF is raised at every opportunity and that examples of good practice are shared with the widest possible audience, including local employers, communities, and recovery communities.
2. Engage with other agencies to ensure referral pathways into EF Housing are strong and appropriate. This will require representation at both strategic and operational meetings across your area to strengthen external partnerships with housing providers, criminal justice agencies and other supported housing providers and treatment agencies.

3. Ensure your services are promoted through a variety of communications, marketing and media sources and platforms.
 4. In conjunction with the Joint Leadership Team, oversee the development and delivery of EF's programmes, participate in on-going community resource mapping and asset-based community development.
 5. To act as an ambassador and regional lead for the voice of people in recovery, networking widely to build new and existing strategic relationships (corporate, statutory and third sector).
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Governance, Legal, Facilities and Risk

1. To ensure the services you are responsible for fulfil their contractual, statutory, and regulatory responsibilities and maintain a proactive relationship with the Operations Team and external stakeholders/commissioners.
 2. To ensure all EF's risk management and quality assurance policies are implemented and staff (paid and unpaid) understand and adhere to EF's policies and procedures.
 3. To manage a culture that lends itself to keeping tenants, staff and visitors as safe as possible, utilising EF's Health and Safety policy, housing management processes and systems.
 4. To lead on health and safety for your team ensuring the safety of all staff, tenants, and service users. You will maintain awareness of risks and changes in the working environment and contribute to the maintenance and monitoring of health and safety and security policies, systems, and protocols.
 5. Within a delegated portfolio of services, ensure the effective implementation and compliance of serious untoward incident reporting in line with policy and procedures, carrying out investigations and implementing lessons learned.
 6. Deal with issues and complaints raised by complying with EF's complaints processes.
 7. Promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.
 8. Lead on Information Governance across your services, ensuring all staff understand and are actively involved in all aspects of governance and promote, facilitate, and direct the development of audit and the management of risk.
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Finance

1. To co-produce an annual service budget with the Managing Director to ensure the sound financial management of the budgets for your services.

2. To be responsible and accountable for the service budgets within your area of responsibility, ensuring monthly reporting of spend against budget.
 3. To be responsible for the overall financial management of petty cash, systems, rent collection and housing benefit payments.
 4. To take appropriate steps to manage any financial risks that could impact on your services, staff, and the overall organisation.
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Business Development

1. In conjunction with the Head of Operations and Business Development Team, actively participate in developing all opportunities for service diversity, income generation and enable Emerging Futures to increase their overall service provision.
 2. To contribute to the content and presentation of tenders, bids and grant funding applications as required, working closely with the Business Development Team.
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Service Delivery & Performance

1. Work collaboratively with partners and commissioners to ensure service users are given maximum access to recovery interventions.
2. To engage and manage relationships with Social Landlords, Private Landlords, investors, managing agents and Local Authorities to support property procurement in line with organic growth expectations.
3. Ensure the implementation of all EF's specific and lead contractor policies.
4. Ensure systems are in place to collate, monitor and report data required by commissioners and lead provider organisations, ensuring performance data, activity, opportunities, and interventions are collated, recorded, and reported accurately and in a timely manner and attend performance meetings as required.
5. Ensure services are accurately reporting through the relevant systems, INFORM and/or CRIIS.
6. Empower EF teams to capture data which evidences quality across the organisation.
7. Ensure all staff are aware of expectations and targets, offering support and guidance when necessary.
8. Regularly report all evidence, achievements, and concerns to your line manager.

9. Promote and encourage the utilisation of volunteers and coaching opportunities across the services.
 10. Liaise with Housing Services to ensure benefit claims are submitted and processed efficiently and effectively.
 11. Implement and manage systems to ensure residents are safe, meaningfully engaged and moving forward in their lives.
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Other

1. You will be required to work flexibly from varying operational sites as required and agreed with line manager.
 2. A willingness to work some evenings/weekends as required.
 3. Commitment to continued personal development, maintaining an up-to-date knowledge of developments across the field, legislation, and practice relevant to the service user group.
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Generic Duties & Responsibilities

Confidentiality

Service user, volunteer and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained in accordance with data protection legislation.

Code of Conduct

All staff are expected to adhere to all EF's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession.

Privacy & Dignity

Staff should respect service user/family/carer's diversity, cultural needs and privacy.

Safeguarding

All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers, you have a duty to ensure you are familiar with safeguarding policies, attend training for safeguarding and know who to contact if you have concerns about an adult or child's welfare.

Health & Safety

Emerging Futures has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health and Safety legislation and policies relating to Health & Safety and Risk Management

Educational Requirements & Competency Framework

These are the education requirements and competencies required for this role. Please demonstrate in your application where you meet the requirements and where you may need additional support and training.

ESSENTIAL	DESIRABLE
<p>Education & Experience</p> <p>Degree level qualification or equivalent experience gained to demonstrate ability.</p> <p>Experience of managing adult social care services within the third or public sector.</p> <p>Experience of managing contracts, service agreements and performance monitoring systems, using data collection systems, and translating data output into meaningful, clear information.</p> <p>Experience of managing, developing, and supporting staff in a challenging and demanding environment.</p> <p>Experience in managing services in line with budgetary constraints and resources.</p> <p>Experience of supporting individuals to initiate and sustain long term recovery in the community.</p> <p>Experience of developing partnerships and working collaboratively with other organisations</p>	<p>Education & Experience</p> <p>Management or equivalent qualification.</p> <p>Experience of managing substance misuse and/or housing services.</p> <p>Experience of establishing and developing self-sustaining, abstinence based, recovery and harm reduction focused communities.</p> <p>Experience of motivating and inspiring unpaid staff and establishing the values-based training and support they require to flourish both professionally and in their personal recovery journey.</p> <p>Experience of managing outreach and/or community development services.</p> <p>Experience in the delivery of group-work, psychosocial interventions, and training.</p>
<p>Knowledge, Skills & Abilities</p> <p>Keen and comprehensive awareness of current recovery orientated systems and interventions, understanding specific ways to support staff with lived experience.</p> <p>A comprehensive understanding of community resources, mutual aid and the concept of in-reach and active partnership working.</p> <p>Ability to facilitate qualitative reporting on service performance, enabling EF to document</p>	<p>Knowledge, Skills & Abilities</p> <p>Fundamental understanding of harm reduction principles and interventions.</p> <p>Knowledge of Housing First and therapeutic housing models for substance misusers.</p> <p>Commitment and ability to assertively link individuals to diverse forms of mutual aid including SMART, 12 Step, faith based and families.</p>

<p>the narrative of its and its service users' success and journey.</p> <p>Excellent leadership and line management skills and the ability to enthuse, motivate and develop a small team to deliver results.</p> <p>Excellent all-round communication skills and relationship management abilities.</p> <p>Ability to meet targets and deadlines within financial constraints and limited resources.</p> <p>Excellent skills and demonstrable experience in report writing and incident reporting.</p> <p>Ability to delegate effectively, manage and supervise staff and/or volunteers.</p> <p>Effectiveness in providing timely support to management committee or trustee board.</p> <p>Ability to work in a solution focused way and to challenge effectively.</p>	
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COMPETENCY FRAMEWORK:

Manager

Thinking

Skills

Problem Solving & Decision-Making

- ACT informed
- Emotional Intelligence
- Intuitive
- Decision Making
- Problem Solving
- Strategic Thinking

Systems & Processes

- Data Quality Management

Numerical & Analytical

- Analytical
- Financial Management

Adaptability & Flexibility

- Innovation

Experience & Knowledge

Systems & Processes

- Budgets & Finance
- Service Management

Compliance

- Policy Implementation
- Risk & Incidents
- Performance / Key Performance Indicators
- Audit
- Employee Relations
- Compliance & Quality

Communication

Skills

Effective Communication

- Interpersonal
- Negotiation
- Writing
- Presentation
- Conflict Resolution
- Accuracy

IT & Digital

- IT & Digital Literacy

Planning & Organising

- Organisational

Experience & Knowledge

Compliance

- Boundaries & Risk

Effective Communication

- Conflict Resolution
- Writing & Presenting Reports
- Chairing Meetings
- Mediating
- Training

Collaboration

- Relationship Management

Planning & Organising

- Recruitment
- On-Boarding and Induction

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- Recruitment
- On-Boarding and Induction

Practical

Skills

Planning & Organising

- Delegation
- Administration

Technical Competency

- Service design and implementation
- Business development
- Enabling Performance
- Management
- Leadership

Adaptability & Flexibility

- Embracing Challenge
- Change Management
- Innovation

Collaboration

- Collaborative working
- Relationship Building

Experience & Knowledge

Compliance

- Safeguarding Level 4
- Health & Safety
- Data Protection
- Information Governance
- Contract Management

Technical Competency

- Degree Level Education or Equivalent
- Leadership Qualification or Relevant Experience
- Industry Knowledge & Experience
- Effective Operational Management
- Trauma Informed Approaches