

# Service Manager – Independent Monitoring Services



national youth  
advocacy service

gwasanaeth eiriolaeth  
ieuenctid cenedlaethol

## Job Description

**Main Purpose of Job:** Have management responsibility for the development and delivery of independent monitoring services for children, young people and adults at risk vulnerable adults nationally. Work with the Head of Service to ensure all services are appropriately staffed and within budget at all times. This includes operational input to specific services.

**Accountable to:** Head of Regulatory and Support Services

**Location:** Home based

### *Duties & Responsibilities*

- Have responsibility for the development, co-ordination and delivery of identified services according to the opportunities and service specification of the contracts commissioned in the region.
- Responsibility for the direct management of a number of staff and contractors and supporting the development of expertise through effective individual and group supervision.
- Assist in the recruitment, selection and training of staff and contractors as agreed with the head of service.
- Keep up to date with changing policy and legislation which relates to safeguarding, independent monitoring with child and adult residential provision.
- Appraise the work of identified staff annually in accordance with NYAS appraisal procedures, and in line with supervision arrangements.
- To plan, facilitate and record quarterly Best Practice Meetings with contractors to share good practice and enable the dissemination of necessary NYAS information, updates and training.
- Work within NYAS policies and procedures at all times.
- Day to day responsibility for the scrutiny of services with the head of service, ensuring all services are well managed and effectively budgeted.
- Ensure that all services are delivered to a high standard through the implementation of NYAS' quality assurance systems and processes.
- The compilation of all monitoring reports both internal and external are to a professional standard by agreement with the line manager, ensuring all reports are submitted within the required timescales.

- Liaise and maintain effective working relationships with all relevant agencies and stakeholders in accordance with the development strategy for the service, and to inform the appropriate line/senior manager of all significant matters.
- Act as a link person for local authorities and agencies with whom NYAS is contracted to provide a service by liaising regularly with the appropriately designated officer.
- Actively work with the business development team and head of service to take forward tender submissions and direct marketing of the service: this may require involvement in presentations.
- Deliver case studies from services as requested by senior management
- Maintain confidentiality at all times and ensure proper observance of and adherence to NYAS policies and procedures.
- Be able to work some unsocial hours as required in line with the demands of the role.
- Any other duties as reasonably required by NYAS.
- Partake in regular supervision, annual appraisal and development opportunities.
- Uphold NYAS' values and behaviours.

## Person Specification

Qualifications		
Educated to at least Level 3 equivalent with good standard of English and Maths	E	A, D
and/or		
Professional qualification in either social work or a relevant field.		
Experience and Knowledge		
To have substantial proven practice experience in delivering direct work to children, young people and adults at risk in a social care setting, preferably residential	E	A, I
Knowledge and experience of writing and quality assuring reports for regulatory bodies	E	A, I
Considerable experience of the supervision of staff	E	A, I,
Experience and understanding of budgets	D	A, I
Knowledge of the legal and policy frameworks for children, young people and adults at risk in residential care and how this applies to the role	E	A, I
Experience and understanding of child and adult safeguarding procedures	E	A, I
Aptitude		
Ability to communicate effectively and to a high standard both orally and in writing	E	A, I
Ability to maintain professionalism at all times	E	A, I

## Person Specification - Continued

Good level of IT competence	E	A, I
An understanding of the importance of listening to service users without bias or prejudice	E	A, I
Commitment to the principles of equality, diversity and inclusion	E	A, I
<b>Other Role Requirements</b>		
Possess a driving licence and have access to the regular use of a motor vehicle	E	A, I, D
Able to travel widely according to the demands of the post, including to the NYAS main offices	E	A, I
Willingness and ability to work flexibly	E	A, I

*E= Essential, D= Desirable*

*A= Assessment, I= Interview, D= Documentation, T= Test*

**All posts are subject to receipt of satisfactory references, Digital Risk Assessment and a satisfactory DBS enhanced disclosure check**