

Service Manager

Title	Service Manager
Directorate	Operations
Reports to	Associate Director/Contracts Manager (as appropriate)
Responsible for	Operations Manager, Team Manager, Team Leaders, Administrative Lead and Clinical Lead (where relevant to service type)
Key relationships	Internal: Associate Directors; Contracts Managers; Clinical Leads; Support Services External: Commissioners, Local Delivery Partners, Service Users, Sub-Contractors

Job summary

- To be responsible for the delivery and development of high quality recovery-orientated services (both clinical and non-clinical) for people with drug & alcohol misuse problems or mental health issues
- To engage with relevant stakeholders to ensure We Are With You is known positively and has a high profile within the sector
- To work collaboratively with local partners and senior staff in the Operations Directorate to deliver high quality services to users that are in line with We Are With You's business strategy and local business plans.
- To ensure compliance with the external regulatory bodies, such as CQC, working closely with senior colleagues in the operations directorate sharing effective practice as required
- To undertake the CQC registered manager role as required
- To lead and manage the staff within designated teams to ensure staff are well informed, inspired and engaged with the strategic objectives of We Are With You and that a cohesive culture is developed (circa 30-50, maximum 80)

Main responsibilities / duties

Service Delivery

- Ensure compliance with the external regulatory bodies, such as CQC, working closely with colleagues in the Operations Leadership Team, sharing effective practice as required.
- Lead the development of recovery-orientated treatment services that meet local needs.
- Work closely with colleagues in the sector to demonstrate plans are in place and mechanisms exist to monitor delivery and achievement of goals.
- Integrate work with families into the delivery of all services.
- Manage all aspects of service delivery; including relationships with Service Commissioners, funding, contractual requirements, performance and Service Level Agreements.
- Work in conjunction with the Income and Commercial Development Directorate to retain and grow business, through voluntary and statutory income streams.
- Actively contribute to the Team Around The Tender (TATT) process, including mobilising relevant staff resources.
- Work in conjunction with the Quality Assurance Team to improve standards whilst seeking to make efficiency savings.
- Ensure that facility, health & safety and property matters relating to service delivery.

Information Governance

- Ensure that appropriate management information systems are in place using standard We Are With You processes where relevant.
- Ensure data monitoring is available and demonstrates the benefits and impact of the work of the service within the sector.
- Ensure the service is routinely monitored and control measures are in place to deal with variations from projected service delivery plans/ schedules in order to tackle issues in a timely manner.

- Work with colleagues in the Quality Assurance and the Knowledge Management teams to ensure the best practice is shared and knowledge and management information is available to the teams and the wider organisation to ensure the service meets required standards, is evidence-based and demonstrates impact in terms of a recovery orientation.

Service User Engagement

- Act as a champion of We Are With You and local partnerships at all times internally and externally, modelling appropriate behaviours.
- Engage with staff, service users and carers ensuring personal visibility and accessibility.
- Develop and/or build strong and positive relationships with key stakeholders and commissioners to ensure continuity of service.
- Demonstrate role model behaviour with regard to service user and carer engagement.

People Management

- Effectively lead and manage a team of staff to deliver We Are With You's strategic objectives.
- Develop open working relationships to ensure staff operate in line with We Are With You's values and work collaboratively with internal colleagues and external partner organisations.
- Ensure staff receive appropriate training and support to deliver services and receive ongoing feedback including an annual performance management appraisal.
- Ensure compliance with HR policies, procedures and practices and a people focused approach. Particular emphasis will be on ensuring effective performance management arrangements (supervision and appraisals) are in place throughout the regional services. Carry out investigations and hearings locally and nationally in accordance with agreed policies and practices, including chairing hearings for cases of potential misconduct.
- Implement effective communication activities to ensure the We Are With You's strategic direction is clear, understood, and that staff are engaged to deliver high quality services and support the celebration of local successes in line with

any agreed corporate standards.

Financial responsibility

- Manage the service budgets, ensuring an efficient delivery of services and maximising income under Payment by Results where relevant.
- Work within budget limits set and raising any issues in relation to increase in costs or under – spends in agreed budgets.

General Responsibilities

- Confidentiality: Ensure confidentiality at all times, only releasing confidential or personalised information externally with prior consent from a line manager.
- Data Protection Act: to comply with the requirements of the Data Protection Act and its amendments to ensure integrity and security of information entrusted to We Are With You.
- Safeguarding: Provide leadership in ensuring the organisational and individual statutory and organisational responsibilities are met in respect of safeguarding Children & vulnerable adults.
- Conflict of interest: All applicants to any post within We Are With You are required to declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with We Are With You. Failure to do so may result in an application being rejected or dismissal after appointment.
- Equal Opportunities and Diversity: To ensure that all service users, their partners and carers, colleagues both in We Are With You and other partner organisations are treated as individuals within We Are With You's Diversity and Equality framework.
- Health and Safety: Compliance at all times with the requirements of the Health and Safety regulations and We Are With You's Health and Safety Policy and Procedures, ensuring reasonable care is taken with regard to yourself as well as any colleague, service user or visitor who might be affected by an act or failure to act by yourself.
- Quality Assurance: To ensure all activities are delivered in a way that supports and maintains We Are With You registration with the Care Quality Commission and appropriate agencies in the devolved administrations.
- Any Other duties: To undertake any other duties that are reasonable and are

commensurate with the role as directed by the Executive Director of Operations in line with the changing needs of the service and legal requirements.

- Self-Development: To ensure continuous professional development both personally and professionally through training supervision and other appropriate methods.

Person Specification

	Essential criteria	Desirable criteria
Education / qualifications	<p>ONC/NVQ level 3 or equivalent</p> <p>Evidence of further formal management study and/or qualification or commitment to study over the coming 18 months</p>	<p>Qualifications related to the field of substance misuse or mental health</p>
Experience/ Knowledge	<p>A proven track record of managing and leading drug and alcohol services or mental health services (or comparable services)</p> <p>Evidence of placing service users at the heart of an organisation</p> <p>Experience and evidence of working effectively at a management level in a complex, multidisciplinary organisation</p> <p>Experience of managing a budget</p> <p>A proven track record of creating and maintaining a strong performance management culture</p> <p>A track record of successfully working in joint ventures and partnerships</p> <p>Experience of working effectively with people regardless of their ethnic, cultural, social backgrounds, their gender, age, religious belief, disability and sexual orientation</p>	<p>Experience of planning and delivery of group work programmes</p>

<p>Skills and abilities</p>	<p>Ability to provide inspirational and visible leadership</p> <p>Ability to develop and lead a cohesive team</p> <p>Ability to interpret evidence and analyse problems to create viable sustainable solutions</p> <p>Ability to lead change within a local service area</p> <p>Good organisation and time management skills</p> <p>Proficient at Excel, PowerPoint, Word and digital media</p> <p>Strong interpersonal skills and ability to quickly establish credibility and/or make a positive impact</p> <p>Demonstrable skills relating to an ability to persuade, influence and negotiate, with stakeholders and manage effective, successful relationships, both internally and externally</p> <p>Strong communication skills both verbal and written</p> <p>A proactive and dynamic personal style, with flexibility in style and approach balances with determination and resilience</p>	<p>Experience of leading on service reconfiguration</p>
<p>Personal circumstances</p>	<p>Flexibility of working times required, as this is a role that may require travel within a designated area</p> <p>Some national travel may be required to attend national</p>	

	<p>meetings depending on the agreed portfolio of work</p> <p>Commitment to support We Are With You's Guiding Principles and Behaviours</p> <p>Ability to work flexible and unsocial hours as required</p> <p>Commitment to the organisation's Guiding Principles and Behaviours</p>	
--	---	--