



People
Potential
Possibilities

Service Manager

People Potential Possibilities (P3 Charity)

Job Description



Job Description

Post: Service Manager

Location: Warwickshire

Work Base: Office based with travel

Responsible To: Regional Young People and Families Manager (or nominee)

DBS CHECK: This post is subject to Adult and Child Workforce Regulations

Job Purpose:

The Service Manager will lead and oversee the Young Peoples accommodation sites across Warwickshire, ensuring high-quality support for individuals.

This role is responsible for managing staff, fostering strong partnerships with local authorities and housing providers, and ensuring services meet contractual and performance standards. The Service Manager will champion best practice, maintain effective relationships with partner agencies, and provide accurate reporting to internal and external stakeholders.

Key Responsibilities

Delivering Service

- Coordinate the work of Support Workers in their role as Key Workers to young people, ensuring that everyone has an allocated Keyworker and up to date safety management and support plans.
- Ensure colleagues are supporting young families in a psychologically informed and trauma informed manner in line with P3's values and culture.
- Incorporate the new Supported Accommodation Ofsted Regulations (2023) into daily and operational practices, to maximise impact and quality.
- Assume overall responsibility for P3 element of the service and their compliance with service specification including performance with regards to Key Performance Indicators.
- Coordinate the work of the Support Staff to ensure the people we work alongside receive appropriate advice guidance and support.
- Ensure that all staff receive Support and Supervision sessions, at least every six weeks in accordance with P3 Policies and Procedures.
- Review, develop and monitor the formal support coordination, support planning and safety management plan procedures.
- Ensure that safeguarding procedures are followed and provide reports as required.

- Ensure that up-to-date records are kept of all work, important incidents, and developments in the lives of the people we work with, and that this information is passed on appropriately.
- Ensure that the people we support are fully consulted and involved in the planning of their support where possible.
- Carry out, as appropriate to the post, day-to-day tasks in the absence of support staff, to ensure a continuity of service.
- Ensure that all referrals are fairly dealt with and assessed as appropriate, and that communication is clear and comprehensive at each stage of the process.
- Liaise with external agencies including local statutory and voluntary services and ensure information is available to Support Workers and people relating to these services.
- Raise awareness of P3 services with relevant external agencies and in the community. Attending key meetings to represent P3 and provide updates where required.
- Be aware of developments within the external environment in relation to current thinking and good practice in relevant areas of practice. Find ways to share these with partners and the team, e.g., training, seminars, and written reports.
- Assist in the recruitment and induction of new staff.
- To promote effective involvement of people who access our services in the ongoing development of the service wherever possible and appropriate.
- Take a lead role in evidencing Quality and Outcomes for the service as requested by Commissioners and our internal audit team.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, and reporting to line-management any matters of concern.
- Participate in an on-call rota.
- Ensure that support plans are relevant to the current needs, preferences and situation of each person.
- Ensure that Link Workers promote a healthy and active lifestyle for the people we work alongside.
- Carry out, as appropriate to the post, day-to-day tasks in the absence of support staff, to ensure a continuity of service to people.
- Ensure that all referrals are fairly dealt with and assessed as appropriate, and that communication is clear and comprehensive at each stage of the process. Ensure that visits are arranged as per policy and procedure.

- Liaise with external agencies including local statutory and voluntary services and ensure information is available to support staff and people relating to these services.
- Attend operational meetings with partner agencies.
- Attend internal management meetings at various levels.
- Participate in the development of policies within the service and take an active role in those policies relevant to support work.
- Assist in the recruitment and induction of new staff and volunteers.
- To encourage the people, we work alongside to effectively be involved in P3 activities wherever possible and appropriate.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, and reporting to line-management any matters of concern.

Teamwork

- Participate in and coordinate staff meetings, supervision meetings, training, team development sessions and other meetings as required.
- Facilitate and lead staff discussions on individual progress within the team meeting structure to encourage all staff to think creatively and constructively about the work they are doing. In doing this, therefore also facilitating the development of support work skills through discussion and demonstration.

Quality

- Deal with complaints in accordance with agreed procedures.
- Ensure service meets the relevant quality agenda and continually strive to improve service delivery.
- Produce reports regarding the performance of the service including qualitative and quantitative data.
- Provide reports on a monthly basis to the Regional Young People and Families Manager.

Development

- Develop and maintain training opportunities for Support staff and individuals and liaise with the People and Culture team and others as appropriate to ensure that training needs of Support staff are being met.
- Conduct annual appraisals in accordance with Policy and Procedure to inform the training plan.
- Undertake development activities as necessary and appropriate to the role.

- Raise awareness of P3 services with relevant external agencies and in the community.
- Be aware of developments in relation to current thinking and good practice in relevant areas of practice. Find ways to share these with the team, e.g. training, seminars, written reports.

Delivering Equality

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

Other

- Undertake all duties in accordance with all P3 policies and relevant legislation and work towards their continuing development and implementation.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations are fulfilled.
- Undertake such other duties as may be required from time to time to maintain or enhance P3's services.
- Take part in the on-call rota to provide support to the region's 24-hour services.
- You may be required to help people you work alongside with transportation.
- This role is office based with regular travel in and around the community you support. Occasional home working may be available with prior agreement from the line manager.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

P3 – Person Specification

Service Manager

Values Must be able to demonstrate the following values:	Essential	Desirable
<ul style="list-style-type: none"> • A commitment to involving the people who use our services to improve delivery. 	✓	
<ul style="list-style-type: none"> • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. 	✓	
<ul style="list-style-type: none"> • Recognise and value all aspects of diversity. 	✓	
<ul style="list-style-type: none"> • Management practice that demonstrates leadership and vision for continuous improvement and clarity of expectation. 	✓	
<ul style="list-style-type: none"> • Management style that involves people in decisions. 	✓	
<ul style="list-style-type: none"> • Understanding of and commitment to the importance of accessing training, learning and development opportunities. 	✓	

Experience Able to demonstrate experience of:	Essential	Desirable
<ul style="list-style-type: none"> • Managing a service including a staff team in a care or support setting. 		✓
<ul style="list-style-type: none"> • Professional experience of homelessness and or substance misuse services 		✓
<ul style="list-style-type: none"> • Relevant personal experience. 		✓
<ul style="list-style-type: none"> • Experience of working with people with complex needs. 	✓	
<ul style="list-style-type: none"> • Partnership and networking skills. 	✓	
<ul style="list-style-type: none"> • Risk assessment and management planning. 	✓	

Knowledge and understanding	Essential	Desirable
<ul style="list-style-type: none"> • An understanding of the political and social context within which voluntary organisations provide social care services. 	✓	
<ul style="list-style-type: none"> • A sound understanding of the support needs of people who use our services. 	✓	
<ul style="list-style-type: none"> • An understanding of the specific support and political issues affecting people from a wide range of communities. 	✓	
<ul style="list-style-type: none"> • Knowledge of substance misuse issues. 		✓
<ul style="list-style-type: none"> • Knowledge of mental health issues. 	✓	
<ul style="list-style-type: none"> • Thorough understanding of Equality and Diversity. 	✓	
<ul style="list-style-type: none"> • A working knowledge of relevant legislation. 	✓	

Skills and Abilities	Essential	Desirable
<ul style="list-style-type: none"> • Able to work on own initiative and prioritise workload. 	✓	
<ul style="list-style-type: none"> • Able to adapt to change and effectively manage change processes. 	✓	
<ul style="list-style-type: none"> • Demonstrate effective interpersonal and communication skills. 	✓	
<ul style="list-style-type: none"> • Ability to maintain accurate records. 	✓	
<ul style="list-style-type: none"> • Able to establish and maintain constructive relationships with a wide range of people including senior figures in external agencies. 	✓	
<ul style="list-style-type: none"> • Confident user of e-mail. 	✓	
<ul style="list-style-type: none"> • Ability to use Word Processing and produce quality presentation documents. 	✓	

<ul style="list-style-type: none"> • Ability to work flexible hours. 	✓	
<ul style="list-style-type: none"> • Ability to take on an effective leadership role. 	✓	
<ul style="list-style-type: none"> • Able to motivate a staff team. 	✓	
<ul style="list-style-type: none"> • Able to understand and report accurately on outcomes from a range of complex service activities. 	✓	

Qualifications	Essential	Desirable
<ul style="list-style-type: none"> • A qualification in health, social care or housing. 		✓
<ul style="list-style-type: none"> • There must be substantial evidence of commitment to personal and career development relevant to the post. 	✓	
<ul style="list-style-type: none"> • NVQ/QCF/IHM Competencies at level 4 or above 		✓
<ul style="list-style-type: none"> • The successful candidate must hold a full UK Driving Licence and have access to a vehicle. 	✓	