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<b>Job title:</b>	Service Manager
<b>Delegated Authority:</b>	Level 5
<b>Team:</b>	SHP Young People's Services
<b>Responsible to:</b>	Regional Services Manager
<b>Responsible for:</b>	Young Persons Workers, Night Workers, volunteers, peer mentors, social work students.

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## Job purpose



The Service Manager post is an exciting position for candidates who have the experience, skills, and aptitude for managing supported accommodation for young people aged 16 plus.

Working within a biopsychosocial model of psychologically informed environments (PIE), you will provide an effective, high-quality rolling activities programme which encompasses a holistic schedule of activities, including access and links to education, training and employment, skills based, pre-tenancy training and involves therapeutic elements.

The service will be delivered in a person-centred, personalised approach in line with the recovery model. You will be responsible for delivering elements of the programme and coaching other staff members to enable them to facilitate groups and activities.

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## Key accountabilities



### Service Delivery and Development

- To actively direct team members in their day-to-day work to ensure that young people receive a consistent, high quality and responsive service.
- To ensure that each client / resident has an individual package of support with regular formal and informal key working, and an up-to-date co-produced and comprehensive support and safety plan recorded and reviewed in line with policy and procedure.
- To oversee the reports regarding missing young people, to lead on coordinating a joint up response with statutory services, as well as directing a variety of approaches for non-engaging clients.
- To lead on developing the recruitment, training, and the use of volunteers across the YP services in response to clients' needs within schemes.

### Service Utilisation

- To maintain positive working relationships with the Local Authority Commissioning Team, Pathways, and referral agencies.
- To oversee referrals ensuring that they meet the criteria and service specification and to ensure that all referrals are interviewed, assessed, and accepted / rejected in line with policy and procedure.
- To ensure that preparation for move-on begins once the young person moves into the service, and to lead on the development and roll out of a comprehensive package of life skills training which is available to all.

### Quality and Monitoring

- To ensure consistent monitoring of the quality of support delivered daily, through working alongside staff in meetings and through consistent review of support delivery and housing management duties.
- As directed by the Senior Manager, to contribute to organisational and statutory monitoring and reporting within set deadlines.

### Promoting Inclusion and Participation

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- To promote inclusion and to develop the staff team around the core services provision including offering support and guidance around Digital Inclusion, income maximisation, social activities, education and training and health improvement.
  - To work alongside the Senior manager and encourage and facilitate user participation and feedback on the service through a variety of means and to ensure that information captured results in change and service improvements.

### **Partnership Working**

- To demonstrate effective multi-agency working, which benefits both SHP and our clients. Representing the services and the organisation as a whole via attendance at relevant meetings and forums.

### **Leading the Team and Team Working**

- In partnership with the Senior Manager, to identify and implement flexible approaches of working with the client group, in order to best promote and advance their progress.
- To facilitate group supervision for support staff using reflective practise models.
- To develop the staff team in a psychologically informed way within the core model of service delivery.

### **Housing Management & Health & Safety**

- To ensure the property is maintained to a high standard and that effective systems are in place to ensure all areas of housing management are efficient and offer value for money, with voids kept to a minimum and rental income maximised.
- Ensure a robust approach to managing the locality and any community risks around the properties are in operation and regularly reviewed.
- To ensure the safety of self and colleagues through understanding of SHP's Health and Safety procedural framework and safe working practice.
- To ensure that staff and volunteers are aware of and fulfil their responsibilities within SHP's Health and Safety procedural framework, have completed the required training and adhere to organisational policy and procedure at all times.
- To ensure that all property risk assessments are reviewed and updated at regular intervals in line with organisational policy and procedure.

### **Safeguarding Children and Vulnerable Adults**

- To work in accordance with local and organisational health and safety policies & procedures, including lone working, and to undertake activity risk assessments as required.

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- To ensure that staff are committed to safeguarding children and vulnerable adults in line with SHP policy and procedure.
  - To ensure that staff fulfil their duties in protecting colleagues and clients from any form of harm when they are vulnerable, in line with SHP Procedure.
  - In conjunction with the service manager to act as point of reference for safeguarding concerns within Royal Borough of Greenwich services.

### **People Management**

- To ensure that staff and volunteers are managed, valued, and developed in line with relevant policies and procedures so that they function as a high performing team and are developed and encouraged to fulfil their potential.
- To ensure that staff leave is managed in line with Annual Leave and other leave and sickness policies and procedures.
- To support good team communication and morale and actively support the Senior Manager in ensuring that conflict is managed supportively and in line with relevant policies and procedures.

### **Financial Management**

- To adhere to and ensure staff adherence to financial procedures at all times.

### **Equality, Diversity & Inclusion**

- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

### **Miscellaneous**

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.

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## Technical and professional know-how needed for position.



**When completing your application, you will be required to address (using examples) some of the points below.**

### **Experience and Knowledge**

- A demonstrable level of experience working with young people who might have needs in areas such as mental ill health, substance use, offending and physical ill health.
- A demonstrable understanding of psychologically informed environments (PIE) in relation to the role, with knowledge applicable to its use within SHP's group work programme.
- Experience of developing, facilitating, and working in groups, with a demonstrable understanding of group dynamics.
- Experience of developing and maintaining positive partnership relationships with a range of internal and external providers and services.
- An understanding of the importance of professional boundaries and how they are likely to impact on the role within an accommodation setting.

### **Skills and Abilities**

- A proven ability to act calmly in a professional manner whilst dealing with unpredictable situations and/or behaviour which is challenging, considering all contributory factors including one's own practice and responses.
- A demonstrable ability to engage and motivate people, with an awareness of the issues that may prevent engagement/impact on self-motivation.
- A proven ability to extrapolate and interrogate information, make accurate deductions and evaluations and communicate these to various audiences.