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| **Post:** **Service Manager**  | **Core Accountabilities** 1. Manage the day to day running of the service/ location(s) to provide recovery focused delivery.
2. Manage the quality and support provided to people using services in line with RF service models.
3. Work in partnership with NHS colleagues in the team meeting the required outcomes for the contract whilst maintaining Waythrough’s identity and ethos.
4. Ensure operational KPI’s on people using services, outcomes, utilisation and voids, etc., are met.
5. Ensure data entry to Management Information & reporting systems is accurate, timely and in line with quality assurance requirements.
6. Prepare information and reports for internal and/or external use.
7. Lead on positive risk management practice within the service/location(s) and where appropriate escalate concerns to the Area Manager.

**Resource Management** 1. Directly line manages conduct and performance of front-line staff in line with Waythrough’s policies and the Leadership and Management Competency Framework.
2. Be accountable for induction and probationary processes of direct reports.
3. Manage the day-to-day rota and resourcing for the service/location(s).
4. Manage sickness absence in line with Waythrough’s policies and procedures.
5. Set and manage the cost center budget, ensuring income and expenditure is within the agreed limits and ensure appropriate financial procedures are followed.
6. Ensure team development plans are in place, delivered and reviewed in line with location/service, area, organisational and individual needs. Keeping abreast of mandatory training deadlines and ensuring staff are completing within the relevant timeframes.

**General Accountabilities** 1. Act as an ambassador in representing Waythrough.
2. Undertake role in accordance with the Leadership and Management Competency Framework
3. Provide support to the business development team where required as part of any tenders/retender processes.
4. Ensure that there is an effective referral pathway in place and that this is regularly reviewed with stakeholders.
5. Be the first point of contact for any service related issue with the commissioner and key stakeholders.
6. Ensure there are adequate opportunities for coproduction for people uses services both within the service/location(s) and within the wider organisation.
7. Ensure all aspects of diversity, inclusion and accessibility are followed in line with policies and procedures.
8. Ensure all aspects of H&S compliance are adhered to within the service/location(s). To complete all H&S checks as required.
9. Ensure timely reporting of incidents and accidents internally and, where required by contracts, externally. To complete reports/referrals to safeguarding.
10. Undertake internal investigations as required.
11. Undertake such tasks as deemed appropriate within the post holder’s competence as required by the Area Manager.
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| **Reports to:** Regional Manager**Location:** **Budget:** To deliver within the agreed contract budget. Amount will vary. |
| **Role Purpose:** To manage a team and service co-located within a multi-disciplinary team within NHS Secure Community Services.Deliver the service/location(s) in line with Waythrough values and recovery focussed approach supporting the core accountabilities.This is a front line management role, with responsibility for the day to day management of service contracts, financial, staff management, support of People Using Services and building maintenance. |
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| **Status** | This is offered as a permanent post, subject to the satisfactory completion of a 6 month probationary period. |
| **Hours** | 37.5 hours per week |
| **Salary Details** | Salary will be **£33,098** per annum. Subsequent salary progression up to a maximum of **£34,840** per annum will apply to this post, subject to the postholder meeting the eligibility and performance criteria. |
| **Holidays** | **25 days** holiday per annum, plus statutory Bank Holidays, or time off in lieu if worked. Annual leave is increased to 28 days after two year’s continuous employment |
| **Benefits** | Non-contributory life assurance policy (to value of 3 x annual salary).Commitment to formal supervision and staff support.Employee Assistance ProgrammeWaythrough Group offers a contributory pension scheme which new staff are able to join.  |
| **Training** | We are committed to training as an integral part of staff development and offer a wide range of in-house training courses. |

**Person Specification – Service Manager**

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| **Qualifications*** A relevant professional qualification (QCF/NVQ minimum level 3) or working towards/willing to undertake a qualification
* Management qualification (minimum level 3) or working towards/willing to undertake a qualification
 | ✓ | ✓ | **Personal Attributes*** Ability to provide direction, ownership and engagement to support performance
* Ability to lead by example
* Good interpersonal skills and emotional intelligence
* Resourceful and flexible to deliver service outcomes and KPIs
* Ability to manage conflicting demands and priorities on time
* Ability to work collaboratively with stakeholders to enable and support continuous improvement
* Good organizational skills
* Able to demonstrate resilience to deliver service outcomes and maintain well being

**Other*** Flexible attitude to working hours
* Ability to participate in shifts and on call arrangements where applicable
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| **Experience*** Significant understanding of Mental Health Issues
* Substantial experience of working with a housing and social care background
* Experience of working within forensic services
* Experience of working in multi-disciplinary teams
* Substantial experience in managing a caseload of individuals with complex needs
* Experience in carrying out investigations and writing reports and recommendations
* Experience in managing budgets

**Skills, Knowledge and Aptitudes*** Knowledge and understanding of the issues faced by and the needs of people who have been secure care services.
* Outcome driven and solution focused
* Good verbal and written communication skills
* Ability to lead, supervise and motivate staff and delegate work appropriately
* Good investigation skills
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