



Service Manager

(Salary as advertised)

Brent

37.5 hours per week

Permanent

1. Main purpose of the role

This is a really exciting opportunity for an ambitious, dynamic, innovative Service Manager to drive forward the development of New Beginnings, the integrated drug, alcohol and wellbeing service in Brent. We are looking for someone who is motivated to ensure service users achieve the best possible outcomes. You will build a performance focused culture, leading a recovery and wellbeing service. As service manager you need to be able to manage a large team, as well as the partnerships, that deliver the service. As a strong leader you will be delivering on WDPs strategic and business plans for the borough.

You will use your drive and innovation to ensure quality care, good practice, high performance and excellence in all areas of the service. You will be able to demonstrate a track record of leadership, exceptional performance management, partnership development and a flair for bringing staff and service users together to deliver recovery outcomes for service users throughout the Borough. In this important role you will take the lead in developing a broad range of recovery orientated, high quality services to ensure they meet our service users' needs and commissioner requirements. Managing and leading the service against CQC standards is essential for this role.

WDP are committed to the ongoing professional development of all our staff. Through joining WDP, you will receive a warm welcome, peer support, extensive training, regular supervision, & the chance to thrive in a lively and aspirational service.



2. Reporting and working relationships

Reporting relationships:

- ▶ **Reports to Operations Manager**
- ▶ **Line Manages**
 - Outreach Team Manager
 - Criminal Justice Team Manager
 - Recovery Team Manager
 - Young Person’s Team Manager
 - Performance & Administration Coordinator



Working relationships:

- ▶ Commissioner and PHE
- ▶ Operations Manager
- ▶ Sub-contractors
- ▶ Staff and volunteers
- ▶ Service Users
- ▶ Partner Agencies
- ▶ Wider Health and Recovery Services
- ▶ Service user groups



3. Role-specific responsibilities

3.1	Understand and deliver against SLAs, KPIs, and all other agreed outcomes.
3.2	Build and maintain effective professional relationships with PHE and other commissioners, Directors of Public Health and other key stakeholders, using these relationships to establish and deliver a shared vision for services within the borough
3.3	Manage sub-contractor relationships to ensure there is an integrated approach to service provision
3.4	Motivate and manage a large and diverse staff team, working across all the elements of an integrated service. You will lead by example and support staff to act as ambassadors for the service and the organisation, working in the best interests of the service and service users
3.5	Proactively manage the service, building on the best existing practice, but also developing new models to further improve the service. You will identify and address any weaknesses in the service. You will base this on the WDP vision for quality and will manage any change that results
3.6	Ensure you and your team understand and work within WDP strategies, objectives, values and policies and procedures, along with any legislative requirements. This includes the implementation of any new policies and procedures as and when required.
3.7	Develop training plans and create a learning culture across the service and take responsibility for your own professional development. You will seek new learning opportunities and share knowledge and best practice with team and across WDP/partner agencies.
3.8	Act as an effective conduit for communication between senior managers/WDP organisational messages and your team.
3.9	Contribute at all relevant WDP internal meetings, including Service Manager Meetings, as well as running a range of effective meetings in the service
3.10	Develop and hold a service Risk Register and undertake regular reviews and audits, identifying and addressing any areas of risk, taking corrective action to reduce or eliminate this.
3.11	Manage the delivery of all services to relevant quality standards as issued by NICE, CQC, Department of Health, Public Health England and all other relevant public bodies.
3.12	Understand and implement the requirements of Home Office criminal justice agenda legislations.

3.13	Provide monthly, quarterly and bespoke ad-hoc reports to key stakeholders and other parties on request.
3.14	Ensure that the service data meets the requirements of NDTMS.
3.15	To ensure that WDP’s Equality, Diversity & Inclusion Policy is incorporated into daily work practice at all times.
3.16	Manage financial resources within budget and support the Operations Manager to plan and forecast spend against strategic objectives.
3.17	To ensure compliance with Infection Prevention and Control measures.
3.18	Ensure that all incident and complaint reports submitted to Datix are effectively investigated and any associated actions are completed in the required timeframes.
3.19	To ensure that lessons learnt and best practice from local and central Integrated Governance Meetings are embedded and communicated within the service.
3.20	To undertake any reasonable requests and duties that may be required of the Service Manager.
3.21	<p>Contributing to the promotion and success of the Capital Card® scheme</p> <ul style="list-style-type: none"> ▶ Follow the process for enrolling all consenting service users onto scheme and rewarding points for appropriate interventions ▶ Actively promote the scheme, the Companion App and local spend partner opportunities to service users at every opportunity <p>Attend relevant training as required</p>
3.22	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ To be an active and positive member of the team ▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation ▶ To comply with WDP’s policies and procedures ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable. ▶ To comply with Infection Prevention and Control policies ▶ To observe professional integrity in relationships with all stakeholders ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.

4. WDP's commitment to you

WDP works within the following framework and requires all employees to do the same.

4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery-focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP's services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>

5. Your commitment to WDP

5.1	<p><u>WDP Values</u></p> <p>Promoting and understanding the values of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p>

	Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health & Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
5.7	<p><u>Continuous Professional and Personal Development</u></p> <p>Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.</p>
<p><i>The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP</i></p>	

Person specification

E/D Measured by

Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).

Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.

1. Education, knowledge and experience		E/D	Measured by
1.1	A minimum of three years' experience of leadership and management within drug or alcohol treatment services with the understanding of recovery-focused service delivery in the community. This includes evidence of a focus on needs of the service user	E	A/I
1.2	Experience of building and maintaining partnerships with statutory and non-statutory organisations, including housing, criminal justice, treatment and health.	E	A/I
1.3	Experience of achieving and maintaining exceptional performance against KPIs and evidence of understanding of audit frameworks and guidance relating to drug and alcohol services (particularly CQC.)	E	A/I
1.4	A proven commitment to diversity and an understanding of Equal Opportunities policy and practice.	E	A/I
1.5	A working knowledge of NDTMS and PHOF and experience of using Management information systems such as Nebula, Theseus or Illy	E	A/I
1.6	A relevant professional qualification, (RMN, Social Work, or management qualification).	D	A/I
2. Abilities and skills		E/D	Measured by
2.1	Excellent written and verbal communication skills with the ability to present verbal and written reports to key stakeholders.	E	A/I
3. Working within WDP's framework of commitments to employees		E/D	Measured by
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I

3.2	An understanding of and commitment to safeguarding best practice and information governance processes and a commitment to apply all necessary protections.	E	A/I
4. Circumstances			
4.1	Able to travel as required for the role and attend meetings and other activities outside office hours and a flexible approach to workload	E	A/I



		Authors		
Version number	Date	Initials	Initials	Initials
1.3	20/03/17	TM		
1.4	03/07/17	CM		
1.5	15/03/2018	DDS		
1.6	15/03/2018	KB		
1.7	03/12/2018	TS	HM	