

Service Manager

(Salary as advertised)

Redbridge

37.5 hours per week

Permanent

1. Main purpose of the role

As Service Manager, you will lead on the coordination and development of our new integrated drug and alcohol recovery service in the London Borough of Brent.

You will work in partnership with sub-contractors, staff and service users to guarantee the we maintain a high quality service that meets the needs of both adults and young people engaging with the service.

You will maintain an effective and responsive customer relationship with the Local Authority commissioning team. You will also develop and nurture positive partnerships with a range of local health, mental health, criminal justice, housing, statutory and third sector agencies to support the wider needs of our service users.

As Service Manager, you will have responsibility for building and leading on WDP's strategic goals: to grow and reach more people, influence the field and strive for improvements in care.

In order to achieve these, you will champion the values of the organisation:

- ▶ Entrepreneurial
- ▶ Working in partnership
- ▶ Strong belief in service users
- ▶ Community focused.

A key component of this role is to ensure CQC compliance and ensure that the service performs against KPIs, service specifications and service outcomes. This will include oversight of a range of service activities from criminal justice, outreach and satellite work, treatment (both psychosocial and medical), and management of tier four referrals.

Flexibility in the hours worked will be expected of the post holder, including availability at evenings and weekends for key events and meetings.

2. Reporting and working relationships

<p>Reporting relationships:</p> <ul style="list-style-type: none"> ▶ Reports to Operations Manager ▶ Line Manages Team Leaders, BRIC Coordinator, Social Worker & Hidden Harm/Safeguarding Lead, Counselling Lead, Consultant Psychiatrist, Clinical Pathways Nurse Manager and Performance Lead 	
<p>Working relationships:</p> <ul style="list-style-type: none"> ▶ Commissioner and PHE ▶ Operations Manager ▶ Staff and volunteers ▶ Service Users ▶ Partner Agencies ▶ Wider Health and Recovery Services 	

3. Role-specific responsibilities

3.1	Establish local strategies to create a shared vision of services within the borough, working closely with PHE Commissioners and other treatment partners.
3.2	Build and maintain effective professional relationships with PHE and other commissioners, Directors of Public Health, and other key stakeholders.
3.3	Evidence the ability to work autonomously and respond flexibly in a rapidly evolving environment.
3.4	Identify and develop opportunities for new services and show continual service improvement.
3.5	Ensure all interventions are delivered in line with contractual and service level agreements.
3.6	Responsible for Health and Safety, including Fire Safety, within the service.
3.7	Adhere to and ensure implementation of HR policies and legislation.
3.8	Responsible for adherence to local and organisational Safeguarding policies and procedures and regular review of these.
3.9	Ensure swift and effective recruitment of appropriate and suitably qualified staff to fill any vacancies.
3.10	Ensure effective allocation of staff resources, organising and coordinating the work of the team.
3.11	Proactively manage attendance and sickness.
3.12	Lead on the change management processes, implementing new service models efficiently and on time.
3.13	Hold and communicate the WDP vision for quality and delivery of service, leading through example and best practice holding yourself and others to account.
3.14	Provide regular, formal and recorded supervision of direct reports, undertake performance reviews and appraisals, ensuring linked training plans are in place to support service delivery.
3.15	Ensure you and your team work within WDP strategies, objectives, values and WDP policies and procedures, including the implementation of new WDP policies and procedures as and when required.

3.16	Manage performance and disciplinary processes as necessary.
3.17	Take responsibility for own professional development and seek new learning opportunities and share knowledge and best practice with team and across WDP/partner agencies.
3.18	Facilitate individual team and cross-team learning and motivate and support the development of a learning culture.
3.19	Ensure that all employees and volunteers within their designated area of responsibility are effectively performance managed, developed and that they participate in appropriate training programmes as and when required.
3.20	Act as an effective conduit for communication between senior managers/WDP organisational messages and your team.
3.21	Demonstrate a solid understanding of the organisational strategy including the: mission, vision and values, and understand how you contribute towards them.
3.22	Contribute at all relevant WDP internal meetings, including Service Manager Meetings
3.23	Run effective meetings.
3.24	Understand and deliver against SLAs, KPIs, and all other agreed outcomes, and identify areas of poor performance and develop and implement new performance and monitoring processes and actions plans to address underperformance.
3.25	Identify gaps/barriers in service delivery/service user pathways and take steps to improve the service.
3.26	Ensure all practitioners work to clear protocols across satellite sites including custody, court, prison and community settings.
3.27	Hold a service Risk Register and undertake regular reviews and audits to identify and address any areas of risk and take corrective action to reduce or eliminate risk.
3.28	Formulate and implement operational delivery plans to ensure the WDP service is delivered in line with contractual and service level agreements.
3.29	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.

3.30	Understand and implement the requirements of Home Office criminal justice agenda legislations.
3.31	Provide monthly, quarterly and bespoke ad-hoc reports to key stakeholders and other parties on request.
3.32	Ensure that the service data meets the requirements of NDTMS.
3.33	To represent and promote WDP in the substance misuse field in both the statutory and non-statutory sector.
3.34	To liaise with key stakeholders and commissioners, networking and attending meetings with other service providers and developing strong and healthy joint working partner relationships.
3.35	To ensure that WDP's Equal Opportunities policy is incorporated into daily work practice at all times
3.36	Manage financial resources within budget and support the Operations Manager to plan and forecast spend against strategic objectives.
3.37	To ensure the service is compliant with local information sharing agreements.
3.38	To ensure compliance with Infection Prevention and Control measures.
3.40	Ensure that all incident and complaint reports submitted to Datix are effectively investigated and any associated actions are completed in the required timeframes.
3.41	To ensure that lessons learnt and best practice from local and central Integrated Governance Meetings are embedded and communicated within the service.
3.42	To undertake any reasonable requests and duties that may be required of the Service Manager.

4. WDP's commitment to you

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

4.1 Equal Opportunities

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.
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>
<p>5. Your commitment to WDP</p>	
5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement 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> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p>

	Observing professional integrity in relationships with service users, peers and other relevant professionals.
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
<p>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).</p> <p>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.</p>			
1.	Education, knowledge and experience		
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.	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.	E	A/I
1.4	A proven commitment to diversity and an understanding of Equal Opportunities policy and practice.	E	A/I
1.5	Evidence of knowledge of understanding of audit frameworks and guidance relating to drug and alcohol services (particularly CQC.)	E	A/I
1.6	A focus on the needs of the service user.	E	A/I
1.7	A relevant professional qualification, (RMN, Social Work, or management qualification).	D	A/I
1.8	A working knowledge of NDTMS and understanding of PHOF.	E	A/i
2.	Abilities and skills		
2.1	Excellent written and verbal communication skills with the ability to present verbal and written reports to key stakeholders.	E	A/I
2.2	Experience of working with and supporting meaningful Service User Involvement.	E	A/I

2.3	High degree of personal IT competency.	E	A/I		
2.5	Experience of using case management systems e.g. Nebular, ILLY, Theseus, BOMIC.	E	A/I		
3. Working within WDP's framework of commitments to employees					
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.	E	A/I		
3.3	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I		
4. Circumstances					
4.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I		
4.2	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	12/12/2017	DDS		
	1.6	15/03/2018	KB	AW	