

Area Manager

Role Purpose

- Providing dynamic hands-on leadership to a large and/or complex Via Service, ensuring the delivery of high-quality excellent provision and best outcomes for people who use our services.
- Actively supporting the retention and development of the service by developing and maintaining excellent stakeholder relationships.
- Working closely developing and fostering local partnerships to ensure we deliver continuous improvement, measurable results and best value for money.

Key duties and activities of the role

- Leadership of the service in line with Via's values. Proactively managing the service's performance and improvement, working with local management team and service leads, ensuring safe and effective service delivery.
- Build and maintain excellent relationships with current and potential stakeholders and partners both externally and internally with business development colleagues.
- Working alongside organisational and local safeguarding leads to ensure application of organisational safeguarding policies to keep people who use our services and their families safe.
- Ensure the service is delivered to contract specification and within budget and that resources are used effectively.
- Support the delivery of service, departmental and service business plans, contributing knowledge and expertise to a range of deliverables.
- Effective development of an integrated approach to performance and quality outcomes in services: cascading and translating strategic goals so that all team members are clear about how they contribute to the achievement of Via's objectives and values, including our ambitious outcomes for our service users.
- Deliver effective services that meet high internal and national quality standards: operating within the Clinical and Quality Governance structures that are established and that services are compliant with relevant regulatory frameworks.
- Work collaboratively and supportively with colleagues from across all departments, always working in line with our values.

Person specification for the role

- Passion for and understanding of working with people in a substance use context or with other socially vulnerable groups.
- Experience of leading and managing operational services. Experience of delivering to contract specification preferably within substance use or related environments and an understanding of delivery across all tiers of provision.
- Experience of delivering value for money services and performance management that achieves improved outcomes for service users.

- Communication and influencing skills including experience of developing a wide range of strong commissioner and stakeholder relationships, including with those operating at a management level.
- Demonstrate emotional intelligence and resilience, working positively with challenges and change to achieve Via's ambitions for innovative, value for money and outcome focused services.
- Great team working, communication and interpersonal skills. Demonstrating a highly cooperative approach to supporting colleagues and the organisation to deliver objectives, always working in a way that is aligned to Via's values.
- Resilience and ability to work with challenges and change: providing innovative, hands-on and proactive leadership skills and a clinical vision that translates to operational delivery.
- Ability to work alongside others to develop staff in services and to support the development of future leaders.
- A demonstrable understanding of the Health and Social Care regulatory requirements of the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE) and any other relevant bodies.

Responsibilities for all Via staff

- To work within VIA values and ethos, supportively collaborating with all colleagues, and demonstrating active engagement with the wider organisation.
- To promote and deliver positive, inclusive and anti-discriminatory practices in line with VIA policies, professional and sector requirements, and legislative frameworks.
- To act on all Safeguarding concerns so that all statutory and organisational Safeguarding responsibilities are met and that all learning is shared.
- To observe professional integrity and candour at all times and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one / supervision sessions, objective setting and review, training, practice and learning forums.
- A commitment to learning and to continuously improve everyone's knowledge and skills.
- To work flexibly to enable the delivery of effective services. This may include flexibility across sites or flexible hours and any other duties that may reasonably be required of you within your role.

Version Control					
Version Number	Date Salary Banded	Salary Banding	Authors Initials		
1.0	23/1/24	Band 8	FH	MD	GC