

## **Service Manager**

### **Role Purpose**

- This role involves working alongside the management team and Via Operations manager to lead the service.
- To ensure service users achieve the best possible outcomes.
- To build a performance focused culture whilst leading a recovery and wellbeing service to deliver high quality personalised care to service users across the borough.
- To manage a diverse multi-disciplinary team including clinical colleagues.
- To work collaboratively with colleagues and key stakeholders across multi-disciplinary teams to deliver on Via's strategic and business plans for the County.
- To ensure adherence with all Via policies and Safeguarding principles as well as ensuring service delivery meets CQC standards.
- To lead on the ongoing recruitment, selection and development of staff, ensuring access to supervision, training as well and encouraging an inspirational and motivating learning environment for all staff.

### **Key duties and activities of the role**

- Proactively manage the service, building on the best existing practice and developing new models to further improve the service. Efficiently identifying and addressing any weaknesses in the service.
- Understand and deliver against SLAs, KPIs, and all other agreed outcomes, ensuring that monthly, quarterly and bespoke ad-hoc reports to key stakeholders are prepared and presented effectively, showcasing successes and where relevant key areas of ongoing development.
- Act as an effective conduit for communication between senior managers, partners, key stakeholders and your team. Supporting effective communication of key messages, utilising a range of formats both virtual and face to face.
- Develop and maintain a service risk register and working within Via's audit framework undertake regular reviews and audits of practice, identifying and addressing any areas of risk or concern by taking corrective action.
- Manage financial resources within budget and support the Operations Manager to plan and forecast spend against strategic objectives.

### **Person specification for the role**

- Passion for and knowledge of substance misuse services and other socially excluded or vulnerable groups.
- Significant experience of leadership and management within drug or alcohol treatment services with the understanding of recovery-focused service delivery in the community.
- Demonstrable commitment to working in partnership with other professionals such as NHS Trusts and CMHT, primary care providers, Criminal Justice System, community groups, housing providers and sexual health services. Experience of developing strong integrated pathways which support the achievement of good outcomes for service users.

- Proven ability to meet deadlines, record information accurately in a timely way and to work calmly under pressure.
- 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.)
- Great team working, communication and interpersonal skills. Demonstrating a highly cooperative approach to supporting colleagues and the whole team to deliver service objectives, as well as working directly with service users and their significant others as and when required.
- Excellent IT skills including use of Microsoft Office programs and digital meeting platforms and Case Management Systems like Nebula, System One or Theseus.
- Understanding of and ability to apply excellent Safeguarding and risk management practices and a demonstrable understanding of the Health and Social Care regulatory requirements of the Care Quality Commission (CQC), National Institute for Clinical Excellence standards for Health and Social Care and the GDPR confidentiality and privacy regulations.
- Level 3 in Health and Social Care or equivalent.
- Level 5 Qualification in Leadership and management. Or the ability and commitment to complete this during time in post.

### 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 created	Authors Initials		
1.0	25/01/2022	TS	ELV	