

Team Manager

Role Purpose

- Manage and lead Via's service delivery as part of a bigger Service, to ensure people who use our services achieve the best possible outcomes.
- To ensure adherence with all Via policies and Safeguarding principles as well as ensuring service delivery meets CQC standards.

Key duties and activities of the role

- Proactively lead and manage a multi-disciplinary team, building on best practice and developing new models to further improve the service.
- To lead a performance focused culture which has high quality personalised care to those who use our services, identifying and addressing any weaknesses in the service and encouraging an inspirational and motivating learning environment for all staff.
- To work collaboratively with colleagues, key stakeholders and partners across multi-disciplinary teams to deliver on Via's strategic and business plans, supporting effective communication of key messages.
- 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.
- Take the lead role in areas of service delivery, for example, Criminal Justice.
- 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 Area Director 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.
- Great leadership, team working, communication and interpersonal skills. Demonstrating a highly cooperative approach to leading and supporting colleagues and the whole team to deliver Service objectives.
- 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 people who use our services.
- Proven ability to meet deadlines, record information accurately in a timely way and to work calmly under pressure.

- 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.
- 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 those who use our services 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.

Responsibilities for all Via staff

- To work within the Via values of **Care, Be Human** and **Do the right thing**. Support and collaborate with all colleagues and engage 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		
1.1	26/04/2024	Band 6	RW	EC	CA
1.0	09/01/2024		RW	EC	

JD Team Manager

Care Be Human Do the right thing