



Job Description

Job Title:	Service Manager
Job Grade:	C1
Reports to:	Area Manager
Direct reports:	Lead Practitioners, Co-ordinators/ Support Workers
Clearance required:	Enhanced DBS and Police Vetting Checks
Key stakeholders:	Directors, Senior Managers, Service Managers, service users, commissioners, external stakeholders.

Workplace values

The post holder will be expected to live our workplace values which are:

- Honest: we are open and realistic, building trusted relationships in which we challenge, collaborate and change.
- Committed: we are passionate about being the best that we can be, and we do this by keeping people at the heart of everything that we do.
- Inventive: we are ambitious, drawing together skills and resources to innovate and adapt in determined pursuit of our mission.

Job Purpose

To support the management team and services in a specific region/area. Lead on specific targeted pieces of work from conception to implementation and delivery. Review identified aspects of the treatment system and build on the foundations already established.



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Key accountabilities:

1.	Ensure all developmental areas support service users to aspire and opportunities to fulfil recovery agendas, independent living or sustainable employment are at the forefront of services.
2.	Identify and pursue opportunities to develop and expand Humankind services in line with the Regional/Area Business Plans.
3.	To provide support to other service managers and lead practitioners assisting them with one off pieces of work, on occasion offering formal and informal supervision to staff they manage.
4.	Support and ensure effective systems are in place for monitoring and recording all aspects of the service(s) directed by the contract. Analyse information and utilise analysis to continuously improve the service.
5.	Implement financial and administrative control systems and operate within agreed budgets.
6.	Ensure that services work within the required standards of the Quality Frameworks.
7.	Contribute to the development of and management of Humankind through membership of relevant management teams and working groups.
8.	Take responsibility for Health and Safety issues within the working environment. If and when required take the lead on premises management and building maintenance where appropriate.
9.	Provide reports and statistical data on service performance as required and utilise effective performance management techniques to ensure targets are met.
10.	Provide support in any identified and necessary pieces of work.



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11.	Provide support to the management of services should the management team have vacancies or long term absences.
12.	Undertake continuing professional development including participating in supervision, performance appraisals and attending training as/when required.
13.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind's clinical governance framework where applicable.
14.	Keep abreast of policy and professional development within your area of professional expertise.
15.	To promote, adhere to and live our workplace values of being honest, committed and inventive.



Person Specification

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.

Technical/ Professional Qualifications	Essential or Desirable
Hold or working towards a recognised Management qualification e.g. Level 5 in Management / Leadership (or have relevant time served experience)	E
Level 3 in Substance Misuse (where relevant)	D
Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes.	E
Ability to use Management Information Systems effectively along with good data analysis skills.	E
Knowledge/ Previous Experience	Essential or Desirable
Knowledge, experience and understanding of the needs and support required for all clients within treatment systems.	E



Person Specification

Experience of managing and delivering high quality and effective support services to achieve outcomes and key performance indicators.	E
Experience of overseeing delivery of a wide-range of interventions.	E
Experience of liaising with Commissioners / stakeholders and representing the employing organisation and their services positively.	E
Experience of working with models of service delivery and issues relating to recovery planning	E
Strong budget management skills.	D
Sound knowledge of local adult and child safeguarding frameworks (where applicable)	E
Competencies	
Lead and Inspire	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.
Create and Innovate	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.
Developing Our Talent	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.



Person Specification

Impactful Communication	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
Delivering Results and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
Service Excellence	Continues to build on Humankind's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.
Team Working	Defines how we work with each other and our customers, partners, commissioners and stakeholders.
Safeguarding training required on start (not to be measured in the R&S process) <ul style="list-style-type: none"> • Safeguarding Awareness • Safeguarding Responder 	