



Job Description

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

Workplace values

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

Bringing together two big organisations is not a small task and it'll take a while to fully integrate our systems, processes and approaches. That's why you will notice the jobs here are still branded 'Humankind'. Next year we'll be fully integrating our recruitment systems but for now they are separate.

Job Purpose

To manage a portfolio of services in a specific region/area and lead a team to deliver those services.



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Key accountabilities:

1.	Lead and assist in the management of services delivered by the teams in your area.
2.	Ensure all service users receive appropriate and quality assessments, action plans (to support recovery, independent living or sustainable employment).
3.	Develop and implement a business plan for your services in conjunction with senior management.
4.	Identify and pursue opportunities to develop and expand Humankind services in line with the Regional/Area Business Plans.
5.	Ensure high quality support is provided through effective needs assessment, interventions, risk assessment and support planning and implement a structured programme of meaningful activities.
6.	Manage, mentor, coach and ensure the development of staff reporting to you, including volunteers. This includes involvement in delivering appropriate training, recruitment, induction, monitoring performance, managing absence and carrying out performance and development reviews.
7.	Manage the budgets attached to your services in conjunction with Humankind's Finance Team ensuring that financial targets are met.



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8.	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.
9.	Implement financial and administrative control systems and operate within agreed budgets.
10.	Ensure that services work within the required standards of the Quality Assessment Framework.

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11.	Contribute to the development of and management of Humankind through working as part of the regional management team and via membership of relevant management teams and working groups.
12.	Take responsibility for Health and Safety issues within the working environment and to take the lead on premises management and building maintenance where appropriate.
13.	Provide reports and statistical data on service performance as required and utilise effective performance management techniques to ensure that targets are being met.
14.	Ensure that team members maintain accurate, comprehensive and current records via a management information system.
15.	Oversee all necessary monitoring, assessment, action planning and review processes required.
16.	Ensure all services delivered are accessible paying particular attention to underrepresented groups e.g., women, LBGTQ, gypsy and travellers etc.



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17.	Undertake continuing professional development including participating in performance and development reviews and attending training as/when required.
18.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external.
19.	Keep abreast of policy and professional development within your area of professional expertise.
20.	To promote, adhere to and live our workplace values of being honest, committed and inventive.



Person Specification

Role Specific Responsibilities

Forward Leeds Young People's Team.

1.	To manage the Forward Leeds Young People's Team which includes structured treatment, brief interventions and groupwork delivery.
2.	To manage the Young People's under 18 pathway and 18 – 24 young adults / transition pathway in Forward Leeds.
3.	To continue to embed and build on Young People's referral pathways and partnership working across the city.
4.	To ensure the service meets the objectives of 10 year drugs strategy "from harm to hope" – particularly increased access to drug treatment for young people.
5.	To represent the service on various strategic planning and board meetings eg commissioner meetings, Children & Young People's partnership meetings
6.	Support the service in achieving a good rating and working towards excellence within internal audits and externally with independent regulators CQC (Care Quality Commission)
7.	Ensure that the service meets local, organisational and Commissioned outcomes including successful treatment exits, working together (service user involvement and influence), risk assessment and recovery planning, quality and compliance.

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.



Person Specification

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
Ability to lead and direct activities, guide, coach and motivate teams to achieve key business objectives.	E
Ability to communicate effectively for maximum impact, sharing information clearly and confidently.	E
Ability to manage change	E



Person Specification

Knowledge/ Previous Experience		Essential or Desirable
Knowledge and experience of supporting vulnerable clients.		E
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 young people / recovery planning/ housing support/ employability		E
Knowledge and understanding of Health & Social Care regulatory bodies standards and expectations including CQC (Care Quality Commission)		E
Sound knowledge of local adult and child safeguarding frameworks		E
Competencies		
Lead and Inspire	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.	



Person Specification

<p>Create and Innovate</p>	<p>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.</p>
<p>Developing Our Talent</p>	<p>Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.</p>
<p>Impactful Communication</p>	<p>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.</p>
<p>Delivering Results and Achieving Greatness</p>	<p>Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.</p>
<p>Service Excellence</p>	<p>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.</p>
<p>Working Together</p>	<p>Defines how we work with each other and our customers, partners, commissioners and stakeholders.</p>