



# Waythrough

## 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 Prison Vetting Checks
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. Thanks for bearing with us – and don't forget to check out the Waythrough jobs on the Richmond Fellowship and Aquarius job site [https://recoveryfocus.wd3.myworkdayjobs.com/Recovery\\_Focus\\_Careers](https://recoveryfocus.wd3.myworkdayjobs.com/Recovery_Focus_Careers).

### 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 appraisals/supervisions.
7.	Manage the budgets attached to your services in conjunction with Humankind's Finance Team ensuring that financial targets are met.
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.



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10.	Ensure that services work within the required standards of the Quality Assessment Framework.
11.	Contribute to the development of and management of Humankind through 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, LGBTQ, gypsy and travellers etc.
17.	Undertake continuing professional development including participating in clinical supervision, performance appraisals and attending training as/when required .
18.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind's clinical governance framework where applicable.
19.	Keep abreast of policy and professional development within your area of professional expertise.

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20.	To promote, adhere to and live our workplace values of being honest, committed and inventive.
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# Person Specification

## Role Specific Responsibilities

### Liaison and Diversion Service/ Dynamic Framework Women's services

1.	Lead on maintaining strong links with stakeholders including police, court, probation and CRC services, mental health teams, substance misuse services and learning disability providers alongside a range of health and wellbeing services
2.	To provide line management support as part of a comprehensive community justice team delivering high-quality person-centred support collaboratively with St Giles Wise to females serving community sentences or being released from prison
3.	Working within a multi-disciplinary team to lead staff in providing information, advice and guidance, referral and direct individual support to enable access to support services to promote mental and physical wellbeing.
4.	Management responsibility to develop a robust peer support and lived experience network through the oversight of a robust apprenticeships pathway and volunteering opportunities in accordance with NHS and Humankind standards.
5.	To comply with all Police requirements including safe systems of work and identified training and security procedures.

*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
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## Person Specification

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
<b>Skills</b>	<b>Essential or Desirable</b>
Proficient in Microsoft Outlook Office programmes.	E
Ability to use Management Information Systems effectively along with good data analysis skills.	E
<b>Knowledge/ Previous Experience</b>	<b>Essential or Desirable</b>
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



## Person Specification

Experience of working with models of service delivery and issues relating to recovery planning/ housing support/ employability	E
Strong budget management skills with experience of payment by results.	E

Sound knowledge of local adult and child safeguarding frameworks (where applicable)	E
Good understanding of national and local employability-related services and networks (where applicable)	E
Strong knowledge of local labour markets and ability to foster beneficial links with employers (where applicable)	E
Experience of business development processes and tender writing	D

### Competencies

<b>Lead and Inspire</b>	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.
<b>Create and Innovate</b>	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.
<b>Developing Our Talent</b>	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.
<b>Impactful Communication</b>	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.



## Person Specification

<b>Delivering Results and Achieving Greatness</b>	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
<b>Service Excellence</b>	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.
<b>Team Working</b>	Defines how we work with each other and our customers, partners, commissioners and stakeholders.
<b>Safeguarding training required on start (not to be measured in the R&amp;S process)</b> <ul style="list-style-type: none"> <li>• XX</li> <li>• XX</li> </ul>	