

Service Manager

Role Purpose

Leading an engaged and motivated team of Advanced Support Worker Specialist to change lives, deliver person-centred outcomes for those with complex needs identified through the intensity scale by driving performance, setting the pace and direction within services, managing risk, engaging with a wider MDT and positively representing the charity, promoting a positive and passionate culture, and ensuring that services are appropriately and effectively resourced to change lives for the better.

Key Accountabilities

Service Delivery

- To lead the design, management and updating of care planning, using specialist knowledge of PBS and engaging with multi-disciplinary teams to ensure colleagues understand the importance of co-producing plans with the people we support. Embed a culture whereby the team feel empowered to promote independence, choice, dignity and privacy at all times.
- To lead the operational mobilisation of new business, ensuring that the person(s) supported are assessed, supported, and settled to minimise the impact of this change, the mitigation of risks, and to plan and review practice as their needs evolve, ensuring the best experience possible and the delivery of positive outcomes.
- To lead a team of Assistant Service Manager(s) and Advanced Support Worker Specialists to drive the operational performance and continuous improvement of services using the reporting, feedback, and reviews from Quality and Excellence Partners and Quality Advisors, audits, and feedback from regulators to drive service excellence, ensuring that lessons learnt and best practice are shared effectively.

Transformation and Growth

- Lead by example with passion in the delivery and continuous improvement of complex care service models, working with the clinical team and other specialists to ensure the service meets the needs of those supported, and to contribute to a comprehensive and robust complex care offering across the organisation, in line with the organisation's strategic objectives.
- Lead a culture of continuous improvement by leading a team to identify areas for improvement in the short, medium, and long term, to reduce the person we support's reliance on paid support, improve their mental and physical wellbeing and to create a passion for continuous improvement and reflective practice.
- Own and deliver the cascade of organisational communications in a motivated and passionate manner, so that important messages and changes are embedded successfully and teams feel engaged, informed and part of a strong team with a great culture.
- To lead the service in the identification, evaluation, and embedding of new, innovative, and improved ways of working which can reduce the person we support's reliance on paid support, improve their mental and physical wellbeing, support them to live a happy, contented life with fewer interventions and positive outcomes.
- Driving digital engagement by leading and supporting teams to engage with our charity's innovative and supportive systems and communications platforms, so that colleagues can own their learning and development, share best practice and access / record the data to do their very best work, in line with identified strategic objectives.

People

- Lead effectively by delivering against workforce KPIs, including sickness absence, You Cans!, training, induction, recruitment, and retention compliance figures. Work in accordance with the People Services SLA to ensure that workforce issues are dealt with and colleagues' experience of People Services teams is positive and productive.
- Lead, develop, empower and engage your team to do their very best work and create an environment and culture that promotes Community Integrated Care as a great place to work.
- Set expectations and manage, monitor, coach and develop team to ensure that they feel supported, meet the required standards, and continuously develop their capabilities and experience, both individually and as a team.

Legal, Risk, & Compliance

- Lead the Operational Performance of their service(s) ensuring compliance with all statutory and contractual requirements to ensure the quality and compliance of all activities and actions that relate to the support of an individual.
- Take overall responsibility for and take the lead any clinical risk management, and to lead the service in the identification, escalation, and management of risks associated with any conditions, requirements, or controls conferred by the Mental Health Act, working closely with multi-disciplinary support teams (social work, local authority) ensuring demonstrable compliance with legal, regulatory, and organisational standards.
- To take a proactive lead in personal and team wellbeing, ensuring suitable coping strategies, protocols, practices, controls, escalations and support are in place and to proactively support colleague wellbeing, leading debriefs, escalating any concerns quickly and sensitively to ensure all colleagues are able to access support for, manage, and maintain their own mental wellbeing particularly in difficult or triggering situations.
- To proactively identify, escalate, and contribute to the management of all potential risks. Lead and support a team in the management of risks in order to mitigate issues that could affect or impact the person supported's wellbeing or safety, or the effectiveness, quality, efficiency and compliance of a person's activities, to ensure that the best interests of the people we support are always maintained.

External Relations

- Actively promote their service and dare to be better by seeking out opportunities for growth and innovation through the development of thriving and life-changing partnerships in line with service or cluster strategic objectives.

Finance

- Manage the resources available to you creatively and appropriately to ensure efficient service delivery in line with contractual requirements and in line with operational budgets.

Area	Within a defined service or cluster of services which will be identified through the Complex Care Framework
Collaboration	It is expected that the post holder will proactively engage with a team of supporting Business Partners, Operational, and Support Services colleagues to ensure the right action and support can be delivered at the right time but particularly with the Clinical Team, PBS Team, and external partners or multi-disciplinary teams as required.
Budgets	overall responsibility for the service budget

Knowledge

- ❖ SVQ Level 3 Health and Social Care (Scotland) or Level 4 Diploma in Care (England)
- ❖ Level 4 in Positive Behavioural Support
- ❖ Evidence of continuing professional development
- ❖ Medication Level 3 training and ability to undertake competency assessments for Support Workers (desirable)
- ❖ Training in:
 - Trauma Informed Care
 - Resilience
 - Advanced Autism
 - Sensory Integration
 - Positive Behaviour Support
 - Supine/Prone Restraint
 - MCA+ DOLS *enhanced)
 - Attachment Theory
 - Relationship Based Care
 - Self harm, ligature, and suicide training
 - Training related to the diagnoses as

Experience

- ❖ Experience of getting to know people individually and ensuring their needs are met in a way that is caring, kind and respectful.
- ❖ Experience of working independently
- ❖ Understanding of person centred support
- ❖ Experience of working in complex care within a social or health care setting (essential)
- ❖ Experience of working with people with specific diagnoses as defined within the care and support plan, or specified within job advert
- ❖ Working with MDT teams and participating in complex case reviews for people supported
- ❖ Working with people supported who present behaviours that require intensive support planning and management to ensure their safety and quality of life at all times
- ❖ Experience of working to CQC/CI regulations and inspection processes
- ❖ Proven track record of working in a health or social care setting
- ❖ Previous experience of working across multiple sites
- ❖ Working to budgetary targets and improvement plans
- ❖ Experience of leading teams and managing performance