



JOB DESCRIPTION

POST:	Service Manager
LOCATION:	Peterborough, Ely and Fenland
RESPONSIBLE TO:	Operations Manager (or nominee)
DBS:	This post is subject to an Adult Workforce Regulations

JOB PURPOSE

To report to and work along side the Operations Manager to ensure that staff provide a safe, sound and supportive service to clients with complex needs

- Coordinate, develop and supervise the work of the support team.
- Ensure good practice in the support of people who use our services.
- Develop, promote and maintain good relationships with external agencies.
- To take overall responsibility for coordinating outcomes information

KEY RESPONSIBILITIES

DELIVERING SERVICE

- Assume overall responsibility for the performance of the service and compliance with service specification including performance with regards to Key Performance Indicators
- Coordinate the work Support Workers and Senior Support Workers in their role as key workers to clients, ensuring that all clients have an up to date Action Plan.
- Ensure that all staff receive Support and Supervision sessions, at least every six weeks in accordance with P3 Policy's and Procedures.
- Review, develop and monitor the formal support coordination, action planning and client risk assessment procedures.
- Ensure that comprehensive and up to date risk assessments are carried out and appropriate management plans are in place.

- Ensure that comprehensive and up to date needs assessments are carried out and reflected in client records.
- Ensure that up-to-date records are kept of all on-going work, importance incidents, and developments in the client's life, and that this information is passed on appropriately.
- Ensure that clients are fully consulted and involved in the planning and revision of their support.
- Ensure that support plans are relevant to the current needs, preferences and situation of each client.
- Ensure that Link Workers promote a healthy and active lifestyle for all clients.
- Carry out, as appropriate to the post, day to day tasks in the absence of support staff, to ensure a continuity of service to the clients.
- Ensure that all referrals are fairly dealt with and assessed as appropriate, and that communication is clear and comprehensive at each stage of the process. Ensure that visits are arranged as per policy and procedure.
- Liaise with external agencies including local statutory and voluntary services and ensure information is available to support staff and clients relating to these services.
- Attend operational meetings with stakeholders and partner agencies
- Attend internal management meetings at various levels
- Participate in the development of policies within the service and take an active role in those policies relevant to support work.
- Assist in the recruitment and induction of new staff and volunteers.
- To promote effective client involvement in P3 activities wherever possible and appropriate.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, and reporting to line-management any matters of concern.

TEAMWORK

- Participate in and coordinate staff meetings, supervision meetings, training, team development sessions and other meetings as required.
- Provide supervision for Senior Support Workers monitoring client caseload review process offering advice and expertise in this area.

- Work with Senior Support Workers to facilitate ongoing development of Support Worker practice, skills and knowledge
- Provide management supervision to Senior Support Worker at least every six weeks in accordance with policy

QUALITY

- Deal with complaints in accordance with agreed procedures.
- Ensure service meets the relevant quality agenda and continually strive to improve service delivery.
- Produce reports regarding the performance of the service including qualitative and quantitative data

Provide reports on a monthly basis to the Operations Manager.

DEVELOPMENT

- Develop and maintain training opportunities for Support staff and clients and liaise with the Human Resources Department and others as appropriate to ensure that training needs of Support staff are being met.
- Conduct annual appraisals in accordance with Policy and Procedures to inform the training plan.
- Undertake development activities as necessary and appropriate to the role.
- Raise awareness of P3 services with relevant external agencies and in the community.
- Be aware of developments within the external environment in relation to current thinking and good practice in relevant areas of practice. Find ways to share these with the team; e.g. training, seminars, written reports.

DELIVERING EQUALITY

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

OTHER

- Undertake all duties in accordance with all P3 policies and relevant legislation and work towards their continuing development and implementation.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are fulfilled.
- Undertake such other duties as may be required from time to time to maintain or enhance P3's services.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes. However if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

**P3
PERSON SPECIFICATION**

Service Manager

	Essential	Desirable
<p>Values Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> • A commitment to client involvement and empowerment. • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. • Recognise and value all aspects of diversity • Management practice that demonstrates leadership and vision for continuous improvement and clarity of expectation • Management style that involves people in decisions • Understanding of and commitment to the importance of access to ongoing training, learning and development opportunities 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 	
<p>Experience Able to demonstrate experience of:</p> <ul style="list-style-type: none"> • Managing a service including a staff team in a care or support setting • Professional experience of homelessness and or substance misuse services • Relevant personal experience • Experience of working with clients with complex needs • Partnership and networking skills • Risk assessment and management planning 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • An understanding of the political and social context within which voluntary organisations provide social care services • A sound understanding of the support needs of people who use our services • An understanding of the specific support and political issues affecting people from a wide range of communities. • Knowledge of substance misuse issues 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	

<ul style="list-style-type: none"> • Knowledge of mental health issues • Thorough understanding of Equality and Diversity • A working knowledge of relevant legislation 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative and prioritise workload • Able to adapt to change and effectively manage change processes • Demonstrate effective interpersonal and communication skills • Able to maintain accurate records • Able to establish and maintain constructive relationships with a wide range of people including senior figures in external agencies. • Confident user of e-mail • Ability to use Word Processing and produce quality presentation documents. • Ability to work flexible hours • Ability to take on an effective leadership role • Able to motivate a staff team • Able to understand and report accurately on financial outcomes from a range of complex service activities. • Able to drive and hold a current driving licence. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
<p>Qualifications</p> <ul style="list-style-type: none"> • A qualification in health, social care or housing. • There must be substantial evidence of commitment to personal and career development relevant to the post. • A managerial qualification for this role or the commitment to work towards one 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓