

JOB DESCRIPTION – SERVICE MANAGER HILLINGDON

REPORTING TO: Assistant Director of Care & Support
LINE MANAGING: Team Managers and Team Leaders
CONTRACTUAL BASE: Hillingdon
SALARY: 42K

OVERALL OBJECTIVES

To be responsible and accountable for the following in the services managed by the post-holder:

- To ensure high quality, responsive, outcome focused mental health services are delivered across Hillingdon and any other operational area for which the post-holder is responsible.
- To ensure that all services are compliant with all applicable regulatory, contractual and legislative requirements and comply with Ability HA policies and procedures including (but not exclusively) CQC regulatory requirements, Ability HA's quality management system (QMS), health and safety, financial and HR policies and procedures.
- To ensure that managers and staff in their geographical region are supported to perform their duties in accordance with their job description including undertaking necessary service-related professional development and being in receipt of necessary resources to deliver high quality support to customers with mental health needs
- To ensure that income and expenditure is managed in accordance with budget across all services for which the service manager is responsible, supporting managers to build required levels of business awareness to ensure financial management processes are undertaken and comply with Ability HA financial policies and procedures.
- To build and develop strong professional relationships with commissioners and other relevant organisations and agencies, promoting Ability HA services and building brand identity and organisational profile across the area.
- To ensure customers are actively engaged, seeking their views and opinions, co-producing the services they receive, developing these within a culture of continuous learning and development.

Key Responsibilities:

- Be present in services 4 days a week minimum to role model AbilityPositive+ behaviours, provide ad hoc coaching and support to local managers / team leaders and staff
- Manage, maintain and develop strength-based, responsive and person-centred move-on and floating support services for customers with mental health needs, promoting recovery
- Manage, monitor and develop the service(s) and its operations in line with budgetary criteria, service standards, policies and procedures and best practice
- Ensure all services meet the care and support KPIs
- Contribute to delivering the care and support strategy including actively contributing to new business opportunities
- Be proactive to recruitment, actively seeking to minimise the number of staff vacancies within the area.

- Promote staff wellbeing, working with local managers and HR colleagues to ensure teams are well at work and equipped to support customers ably.
- Manage people well, developing performance and actively applying formal policies and processes where appropriate (e.g. disciplinary, capability, flexible working etc).
- Promote and enhance the profile of the service(s) within Hillingdon, developing relationships with key stakeholders within the local authority, health authority and local communities.
- Ensure all services have adequate cover at all times and be part of a out of hours on call rota
- Work collaboratively with all relevant agencies and commissioners to ensure the service(s) comply with all regulatory and contractual obligations and responsibilities and that customers receive a recovery focused which meets their care, social, emotional, health and well- being needs.
- Participate in budget setting and apply effective financial controls to keep overtime, agency spend and other staffing costs in budget whilst ensuring necessary staff cover is always in place.
- Undertake detailed investigations in response to complaints and any other matters in line with policy. Embed lessons learnt into policy and process to ensure the continuous improvement of our services.
- Ensure all safeguarding matters are reported in accordance with Ability's Safeguarding policy, ensuring the necessary notifications are made to Hillingdon Local Authority and any other relevant agency. To complete detailed investigations relating to safeguarding notifications upon request from Hillingdon Safeguarding and to notify/share the findings of the investigation with appropriate agencies and organisations including the police where relevant.
- Provide cover in the absence of Team Managers/Team Leaders
- Promote and maintain health and safety, regulatory and environmental standards, ensuring we meet our duty of care to the people we support and Ability HA staff.
- Work collaboratively with Ability's Housing and Property services Department and/or external landlords to ensure that customers are living in good quality accommodation which meets their needs.
- Carry out other management duties, as may be deemed reasonable by Ability, including the management of other services within the designated area, or an alternative area, if such a need arises.
- Be aware of, and contribute to the development of policies, procedures and guidelines, undertaking duties accordingly.
- Keep up to date with best practice within the delivery of mental health services, sharing knowledge and developments across care and support
- Attend meetings, actively contributing to discussions and the ongoing development of services and teams in Hillingdon and the wider organisation.
- Comply at all times with the Association's policies as well as our legal, contractual and regulatory responsibilities in relation to the above duties.

PERSON SPECIFICATION – Service Manager - Hillingdon

Essential Experience:

- At least 2 years of working in mental health services at a management or supervisory level.
- Experience of multi–agency working and networking and influencing commissioners and other senior stakeholders to produce positive results for people with mental health
- Evidence of success in achieving move – on and recovery outcomes for people with mental health
- Managing CQC registered services and gaining excellent or good ratings at CQC inspections.
- A track record of implementing new service provision liaising with external stakeholders (including but not exclusively, Social Services, Primary Care Trusts, voluntary agencies, other housing provide
- Experience of managing or working across multiple services/sites with (combined) contract values in excess of £1M.

Essential Qualifications:

- Level 5 Diploma in Leadership for Health and Social care or Level 4 Diploma in Health and Social Care, or equivalent.

Essential Values:

- Be committed to, display and lead others in displaying our AbilityPositive+ values
- Demonstrable commitment to Equality and Diversity
- An understanding of disability issues and barriers to equality and inclusion

Essential Skills:

- Excellent communication skills and an ability to communicate with people of all levels both within the association and external stakeholders.
- Proven personal organisational skills in managing an extensive workload, prioritising conflicting demands and meeting tight deadlines.
- An ability to use IT packages for effective programme/project management and communications.
- A track record in budget setting, financial monitoring which achieves positive financial results in a challenging environment

Essential Knowledge:

- A thorough understanding and the implementation of CQC Regulations, Mental Capacity Act & DoLS, Care Act 2014 in a social care setting
- Evidence of understanding the issues regarding mental health (e.g. support planning, suitability, housing requirements, support mechanisms, Positive behaviour support, liaising with care managers etc)
- An understanding of disability issues and barriers to equality and inclusion