

## Job Description

<b>Job Title:</b>	Service Manager
<b>Responsible to:</b>	Regional Operations Lead
<b>Salary:</b>	£38,000

The Trusts values and behaviors, our Values in Practice, play an important part to the expectations around how you perform in the role.

### Role Purpose:

*The role will lead, develop, and motivate a team to deliver high quality innovative and evolving support within a range of service/s. The role inspires teams to engage and deliver improvement via effective and truly person-centred approaches that promotes human rights, diversity, and inclusion, driving forward co production and active citizenship. The Service Manager role oversees day-to-day service delivery by actively promoting a positive culture and ensuring compliance is maintained for all regulatory and contract requirements.*

### Role Accountabilities :

- Provides assurance that regulatory and contract compliance is maintained, while consistently reviewing resourcing levels are met for teams to deliver high-quality support.
- Actively promote a culture of continuous improvement and learning that motivates and engages teams to deliver outstanding support to those we serve.
- Review service improvement plans, KPIs, and other management information sharing outcomes through reflective practice with teams, that embeds positively a continuous improvement culture.
- Lead initiatives that innovate service models, and empowers teams to explore innovative approaches, technologies, and partnerships.
- Adopt a data driven approach by using management information to provide regulatory assurance and oversight and to champion a 'Digital first' approach to Care. Promote digital engagement throughout teams and be a supporter for digital improvements.
- Ensuring that the individuals we support receive holistic personalised, strength based, active support which enables them to have full equity and citizenship, ensuring support plans and risk assessments are maintained and followed.
- Financial management of services, including effective planning of staffing resource to ensure delivery of commissioned services within agreed budgets
- Overseeing and optimise the day-to-day functioning of services within your portfolio. Can review performance against KPI's related to operational compliance and contributes to the submission of regular reports by exception to Regional Operations Lead on the performance of individual services across the portfolio.
- Developing and maintain partnerships and relationships with all key health professionals, family members and other stakeholders and ensure that The Trust continues to be a positive force within the sector.

### Success Indicators:

- Consistently meeting or exceeding regulatory standards, seeks feedback from stakeholders.
- Ability to manage resource levels creatively within the services to ensure effective, safe delivery of support is operating at all times. From time to time being available to step in on shift.
- Championing and developing active citizenship, active support, and community prescribing, supporting teams to deliver extraordinary lives for the Individuals we Support.
- Deliver required workforce KPI's and performance standards across teams for the completion of colleague supervision, training, induction, recruitment, and retention levels.
- Mentor and lead teams to develop the capability of practice knowledge. Through learning conversations, identify and support development opportunities that engage and motivate teams.
- Managing staff resource levels, creatively developing rotas with individuals and colleagues ensuring they are flexible to meet the changing needs and aspirations of the people we support in line with commissioned hours.
- Look ahead to keep informed of industry trends, sector best practices, and regulatory changes affecting the social care sector. Share insights and information with teams and colleagues.
- Work cross-functionally with internal teams, including People, Finance, Digital, Quality and Project Management, to improve service delivery.
- Ability to work positively and collaboratively with a range of stakeholders, to sustain productive partnerships and to gain the confidence of those we support, their families and professionals. Support and increased level of visibility and recognition of the organisation, successful advocacy efforts.
- Accurate and timely reporting of information to a range of internal and external stakeholders, agile data-driven decision-making to develop service improvement plans.
- Staying ahead of industry trends, proactive adjustments to practices, maintaining compliance with new regulations
- A transparent and positive approach when dealing with complaints, accidents, incidents, near misses, safeguarding alerts, or whistleblowing alerts in line with the relevant policy, always acting with a 'Duty of Candour' and engaging with Continuous Improvement. Lead and embed lessons learnt approaches within teams.
- Support colleagues to understand how their role has impact and the contribution they make aligns with the Trusts' strategy to deliver Extraordinary Lives. This involves regularly linking individual objectives to the strategic aims of the Trust, providing feedback, and reviewing performance.
- Lead and encourage great conversations by encouraging in the moment feedback that builds trust connection and a sense of belonging.

### Qualifications and Experience:

- NVQ Level 3 with a willingness to work towards Level 5 Diploma in Leadership for Health and Social Care or earlier equivalent qualifications such as Level 4 NVQ in Leadership and Management for Care Services (LMCS)
- Experience of working within a management role
- Experience of supporting individuals with disabilities and/or people who are on the autistic spectrum and may have other health led and/or complex needs.
- Knowledge of legislative frameworks, regulatory requirements, and compliance standards in the social care sector

- Excellent organisational skills with the ability to prioritise and manage a busy workload, solve problems, and make decisions under pressure
- Strong verbal and written communication skills for effective representation and advocacy
- Strong numeracy skills for forward planning resource such as rota and budget management
- Values driven, with an ability to lead and inspire a team
- Collaborator with strong interpersonal skills and a customer-centric approach.
- Ability to adapt to changing circumstances and new challenges.
- Proficiency in Microsoft Office Suite and manipulating complex data with excel
- Experience with data analysis and reporting tools such as PowerBI
- Confident with technology and able to learn new systems and software quickly.

### Personal Qualities Include:

We are committed to promoting health and wellbeing within the Trust and this means we are looking for an emotionally intelligent individual with person-centred leadership skills and a commitment to equality of opportunity for all.

The values promoted by the Trust are applicable in how we engage with and assist all the Individuals we support, as in how we interact with our colleagues. We strive to develop a culture based on well-intentioned feedback, challenge, and continuous improvement.

We expect our colleagues to demonstrate our values through practice and this means:

- Keep the person at the centre of everything we do.
- Value, respect and develop people.
- Maintain inclusive and respectful relationships.
- Listen, learn, reflect, and grow.
- Act with honesty, fairness, and integrity.

### Other Requirements:

- This job description outlines the main duties of the post but does not exclude other duties as requested by the Regional Operations Lead and/or external consultant(s)
- To support your understanding of the 24/7 service provision that we operate and ensure that you have complete oversight of the areas you oversee you will be required to work one weekend in four and nights as appropriate.
- You will provide out of hours on-call cover as required by the organisation
- Any other duties as required by the Trust