**Job Description - Service Manager – Talking Therapies (Eastern Cheshire)**

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| Responsible to | Head of Operations – Mental Health |
| Salary | NJC Scale point 35-40 (£31,401 to £36,153) |
| Hours per week | 37.5 |
| Annual Leave per annum | 25 days (rising to 30 days after 5 years) |
| Main base | Oakfield House, Macclesfield |
| Contract | Permanent |
| Safeguarding level of responsibility | Designated Safeguarding Officer (DSO) |
| Level of DBS check needed  Disqualification by Association check required?  🞎 | Enhanced |

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| Main aims of the post |
| To provide operational management and leadership for the service.  To ensure effective and high quality delivery of all services in accordance with the group values and organisational stamps, through staff teams and individuals.  To contribute to the development of the service and the wider group as necessary.  To work across the group as required in order to assist the organisation in its development. |

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| Main duties of the post |
| 1. To work as a senior manager, contributing to the development of the service and the wider group to ensure that all targets are met or exceeded |
| 1. To provide line management support, regular supervision and appraisals for staff |
| 1. To recruit, induct and develop staff to develop the business |
| 1. To contribute to the development of the organisation and to support your line manager in the development of the service |
| 1. To provide written reports and documents for commissioners, Directors or boards/committees as necessary |
| 1. To produce and deliver presentations for internal and external audiences |
| 1. To monitor and evaluate your service as necessary, and to provide relevant reports |
| 1. To manage a budget and provide accurate financial information for Directors or commissioners |
| 1. To develop positive relationships with key stakeholders and partners |
| 1. To contribute to the development of new services across the group |
| 1. To ensure that the service is compliant with relevant external regulatory requirements |
| 1. To ensure that all policies and procedures are adhered to across the group |
| 1. To undertake administrative duties relevant to the post |

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| General work related expectations |
| 1. To work within the Big Life group values ethos and vision |
| 1. To contribute to the development of the Big Life group |
| 1. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding |
| 1. To commit to own personal development and attend training or development activities as required |
| 1. To work in accordance with all relevant legislation |
| 1. To undergo regular supervision and at least an annual appraisal |
| 1. To undertake any other duties as required, and as appropriate to the post |

**Minimum Training required for this post**

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| Course title | Needed for this post | Frequency | Other notes |
| Group induction | ✓ | Once |  |
| Confident Managers | ✓ | Once | Discuss with line manager |
| Mission and Values | ✓ | Once |  |
| Safeguarding training Adults and Children | ✓ | Every 3 years |  |
| Safeguarding for Managers | ✓ | Every 3 years |  |
| Designated Safeguarding Lead Training | ⬩ |  | Potentially dependant on team size |
| Health and Safety (external IOSH) | ⬩ | Every 3 years | Potentially dependant on team size |
| Health and Safety internal/briefing | ✓ | Annual |  |
| Information Governance | ✓ | Once | Annual refresh |
| Equality and Diversity | ✓ | Every 3 years | Updates as legislation changes |

Attendance at other training courses will need to be discussed with your line manager

**Person Specification - Senior Manager**

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

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| Area | Method of assessment |
| 1. **Experience** |  |
| 1. Experience of leadership and management at a senior level in a complex and dynamic setting | A, I |
| 1. Experience of managing and developing a team of people at different levels | A, I |
| 1. Experience of developing team and individual targets, of working towards them and developing plans if they are not achieved | A, I |
| 1. Experience of working within legislative and statutory frameworks, ensuring that the service is compliant in all areas | A, I |
| 1. Experience of developing services, both new and existing in innovative and creative ways | A, I |
| 1. Experience of working within a service delivering mental health/therapeutic interventions. | A, I |
| 1. **Skills** |  |
| 1. Ability to communicate clearly and effectively both verbally and in writing | A, I, P |
| 1. Ability to problem solve and think laterally | A, I, P |
| 1. Ability to forge and maintain positive relationships with staff, managers and stakeholders internally and externally to the group | A, I |
| 1. Ability to manage budgets and financial information | A, I, T |
| 1. Ability to develop teams of staff to create effective and efficient working environments | A, I |
| 1. Ability to work positively and maintain results even during periods of change | A, I |
| 1. **Knowledge** |  |
| 1. Knowledge of social enterprise or business development in the context of local government or NHS commissioning | A, I |
| 1. Knowledge of legislative and statutory frameworks for your business area | A, I, P |
| 1. Knowledge of the barriers and lifestyle issues that the client group we work with face | A, I |
| 1. **Education – qualifications required for the post** |  |
| 1. Psychological Wellbeing Practitioner (PWP), counselling, CBT, management, or other mental health qualification is desirable | A |
| 1. **Personal** |  |
| 1. Positive outlook and a ‘can do’ attitude | A, I |
| 1. Personal resilience and flexible attitude in the face of difficulties | A, I |
| 1. Commitment to working within the Big Life group’s ethos and values, including having a non-judgemental approach | A, I |
| 1. Commitment to personal development and willingness to regularly update skills and experience | A, I |