

**JOB DESCRIPTION**  
(To be read in conjunction with Person Specification)

**Service Manager – Intermediate Hostels & East Grange Drive**

<b>LOCATION:</b>	Leeds
<b>SALARY:</b>	NJC 35
<b>ACCOUNTABLE TO:</b>	Operational Manager (OM)
<b>RESPONSIBLE FOR:</b>	Team Leaders, students, volunteers

**ORGANISATIONAL EXPECTATIONS:**

Community Links aims to provide a high quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Community Links is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Community Links at all times.

**OUTLINE OF POST:**

The post holder has overall leadership responsibility for the effective operational running of the Intermediate Hostels and East Grange Drive.

To represent the services at strategic level, working in partnership with commissioners and partners to ensure the service model is integrated in city-wide pathways.

Of principal importance will be the delivery of a flexible, appropriate and responsive service to clients whose mental ill health is associated with enduring / challenging behaviour.

Essential to this will be maintaining effective links with Leeds Partnership Foundation Trust, Leeds Clinical Commissioning Groups, Community Mental Health Teams, Adult Social Care, Personality Disorder Network, the Accommodation Gateway and other health and housing agencies within the city.

The post holder will be responsible for the audit and ongoing monitoring of quality standards, maintenance of registered status and produce reports as required, for example, quarterly commissioning reports.

## **MAIN TASKS:**

1. Provide strong and inspirational leadership, direction and support to the Team Leaders/Deputies responsible for the day to day delivery of the services to ensure effective, creative and responsive services.
2. Provide direct line management to Team Leaders/Deputies and ensure their teams are well recruited, managed (including management of performance issues), motivated, developed, supervised and appraised.
3. Ensure Team Leaders/Deputies and services develop good working relationships with key colleagues including the Accommodation Gateway team and wider partners to maximise referrals.
4. Develop and maintain good relationships with commissioners and produce quarterly and annual monitoring information.
5. Responsible for services meeting contractual and delivery targets on time and on budget.
6. Ensure the Team Leaders/Deputies develop and maintain purposeful, proactive, positive and effective teamwork which is consistent across all three services.
7. Drive a consistent culture promoting solution focussed integrated services. Championing and maintenance of a positive culture, ensuring the organisation's Vision, Culture, Values and Behaviours are embedded in the workplace.
8. Develop a comprehensive annual service plan that meets the needs of our clients and ensures continual improvement.
9. Oversee the annual service plan and ensure Team Leaders review progress quarterly, setting individual and team targets.
10. Ensure the service complies with relevant quality frameworks and achieves its key performance indicators (KPIs).
11. Manage high levels of complex risk ensuring there is a positive approach to risk management by supporting Team Leaders to manage risk in accordance with Community Links policy.
12. Take responsibility for the development, implementation, evaluation and review of service policy and procedures and to work in accordance with all Community Links policies and procedures.

13. Evaluate performance against contract requirements and service provision regularly and take proactive action where needed to ensure successful delivery of contracted outcomes and continuous improvement
14. Manage the auditing, collation and analysis of information to provide regular reports as required.
15. Network and market the service as an ambassador of Community Links.
16. Ensure legal compliance, the practical application and fulfilment of all statutory requirements and keep abreast of developments relating to health & social care, in particular around Safeguarding policy and ensure Team Leaders are informed of changes
17. Ensure Team Leaders/Deputies and services are adhering to all Health & Safety requirements.
18. Ensure financial measures and controls are in place in order that services are operating within agreed budgets.
19. Work with the Op's Manager to identify any gaps in provision and in developing and implementing a strategy to maintain existing contracts and win new ones.
20. Develop a comprehensive annual service plan that meets the needs of our clients and ensures continual improvement.
21. To represent Community Links to external stakeholders, including the Local Authority, CCG etc. as directed.
22. Actively promote Diversity and Inclusion within day to day working and implementation of Community Links Policies and Procedures.
24. To identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
25. To partake in Community Links Personal Development Review system.
26. Ensure that the services are inclusive and promote a culture of openness and transparency, and where everyone matters
27. Work with Information Governance lead Caldecott Guardian etc.to ensure systems and processes are GDPR compliant and in line with the IG toolkit
28. Support the Inspire North Group in the completions of Data Protection Impact Assessments (DPIA's) to support the ongoing culture of GDPR compliance

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably

required commensurate with the post, at the initial place of work or at other locations from which Inspire North and associated companies operates.

Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North and associated companies

### Person Specification

#### Service Manager – Intermediate Hostels & East Grange Drive

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role.

Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate a commitment and enthusiasm for working with our client group	✓		A, I
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A,I,E
Demonstrate a commitment to enabling and empowering clients to become actively involved in Community Links	✓		A,I,E
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A,I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Knowledge & Skills	Essential	Desirable	
Excellent verbal, written and numeracy skills and be able to prepare formal reports including for commissioners, board and investigations	✓		A, I
Good technical literacy of Microsoft Applications e.g. Word, Excel, and Access etc.	✓		A
Demonstrate the ability to undertake work with high degree of accuracy and strong attention to detail	✓		A, E
Ability to develop and implement systems for the delivery of service and monitoring performance	✓		A, I
Ability to problem solve	✓		A, I, E

Ability to lead, motivate and support staff to maintain and improve their practice	✓		A, I
Ability to effectively manage change	✓		A,I
Ability to organise self, meet deadlines & work on own initiative	✓		A,I
Ability to assess & manage risk in a positive risk taking framework	✓		A,I
A sound knowledge base regarding different approaches to mental health & personality disorder, & their effectiveness	✓		A,I,E
Understanding of contract management and negotiation	✓		A, I
Relevant professional, managerial or leadership qualification or willingness to work towards	✓		A
Have access to a car for work purposes and hold a full current UK driving licence	✓		A
Language skills e.g. Urdu, Polish, BSL, etc		✓	A
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Experience of working with the CPA system and interagency working	✓		A, I,E
Good track record of supervising team leaders and managers	✓		A, I
Experience of effectively managing budgets	✓		A, I, E
Experience of managing multiple services	✓		A, I
Experience of management of complex stakeholder relationships	✓		A, I
Substantial work experience in the field of mental health	✓		A
Experience of working with Dual Diagnosis	✓		A
Experience of working with client management systems i.e., CMS, RIO, PARIS etc		✓	A