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Service Manager

Reference: 80960

Leicester and Leicestershire Supported Living Service

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing Date: 31 January 2025

Once you have submitted or posted your application form allow *7 working days* after the closing date for a response. Please return the completed application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We very much look forward to receiving a completed application from you.

Yours Faithfully,

Recruitment Department

All employees are subject to enhanced DBS checks



JOB DESCRIPTION – SERVICE MANAGER

Leicester and Leicestershire Mental Health Services

Hours: 37.5 hours per week, to be worked flexibly, including occasional evenings and weekends, according to the needs of the service and service users.

Responsible to: Service Director and Senior Operations Manager

Based at: The Leicester Office, Faraday Court with frequent travel to Leicester and Leicestershire services as required

You will be responsible for developing and overseeing our range of community and supported living services providing a programme of recovery and wellbeing support for people with severe and enduring mental health problems, provided through one-to-one goal planning, personalised interventions, recovery college sessions, peer support and co-produced social groups. You will ensure that the services provide an enablement approach to recovery, empowering people to live well through shared learning and peer support.

You will ensure that individuals are enabled to make progress in their personal recovery journey and to attain goals relating to their mental health/wellbeing, quality of life and community connections. This will be achieved through co-producing outcome-based plans which enable individuals to develop social links and enjoy meaningful activity, whilst building resilience and capacity for self-management. You will ensure that the services offer a welcoming and inclusive atmosphere and that staff are skilled in promoting recovery and positive engagement. You will supervise and support our staff to provide a responsive, safe and person-centred service. You will have direct line management responsibility for the managers at the Leicester and Leicestershire mental health services.

As the Service Manager you will ensure that our services are delivered efficiently and effectively and meet all contract requirements, quality standards, outputs and outcomes. You will be responsible for preparing contract monitoring and other reports. Your responsibilities will include:

- Management and co-ordination of all aspects of recovery service delivery
- Recruitment, supervision and support of staff and volunteers
- Marketing and promoting the service to stakeholders and service users
- Contract compliance, data collection and achievement of all outputs, outcomes and KPIs
- Providing a safe, welcoming environment and excellent customer care
- Promoting co-production and positive partnerships

Management Duties

1.1 To communicate and reinforce the person-centred philosophy and recovery model. To promote hope, resilience and openness to change. To ensure that staff understand, and are committed to, the values and expected outcomes of the recovery service, the contract specification and agreed KPIs.

1.2 To ensure that staff and volunteers develop and sustain warm, trusting and respectful relationships with the people we support, offer unconditional positive regard and respect their right to privacy and confidentiality. To promote the self-esteem, happiness, and welfare of the people we support at all times.

- 1.3** To maximise referrals and service utilisation and ensure that the services enjoy a positive profile and reputation. To promote the services effectively to external referrers and agencies and to ensure that all referrals and enquiries are followed up efficiently in a helpful and professional manner. To ensure that staff and volunteers are very welcoming and provide excellent customer care. To ensure that literature describing the service and the recovery model is attractive, widely circulated and kept up to date. To provide promotional materials in a range of accessible formats as required.
- 1.4** To ensure that an outcome-focused and personalised recovery support plans are devised and co-produced in response to the identified needs, preferences and aspirations of individuals, building on their strengths, assets and community connections. To agree personalised programmes of support, interventions, recovery sessions and activities to meet these needs. To fully involve the service user and members of their support network in developing their plan.
- 1.5** To ensure that individual plans are consistent with statutory assessments and care plans and to work with external professionals and agencies in a collaborative way. To ensure that an up-to-date risk assessment and risk management plan is in place for each service user and to ensure that staff are aware of any risk management guidelines.
- 1.6** To ensure that one-to-one goal planning and personalised recovery support is planned and delivered at regular intervals according to service user needs and preferences and to maximise positive engagement with the service and the achievement of desired outcomes.
- 1.7** To ensure that service users people receive a skilled, responsive and effective service which enables them to achieve their desired recovery and personal development outcomes. To deliver support in ways which build confidence, resilience and self-esteem and maximise independence.
- 1.8** To involve sessional workers, students, volunteers and peer mentors in our services and increase opportunities.
- 1.9** To empower and support people to express their views and concerns and to participate as fully as possible in planning processes. To develop communication and consultation methods tailored to individual needs and to ensure that service users have a voice in service development and delivery.
- 1.10** To work alongside service users to co-produce Wellness Recovery Action Plans (WRAPs) which promote the use of personalised coping strategies and wellness tools to self-manage their mental health and prevent the use of in-patient and crisis services. To develop Relapse Management and Crisis Plans as needed.
- 1.11** To support service users to access vocational training, skill building and volunteering and to develop the confidence to consider paid employment. To identify service users who wish to access employment support and job opportunities and signpost and facilitate access to services where required.
- 1.12** To ensure that there are sufficient skilled permanent, relief and bank staff in services in accordance with the contract specification and to meet KPIs. To recruit new staff and volunteers as vacancies arise with the involvement of service users. To ensure that staff resources are deployed efficiently and effectively and that evening and weekend services are available according to needs and preferences. To develop and maintain diverse staff teams which can meet gender preferences and provide culturally sensitive services.

- 1.13** To manage the performance of staff by providing supervision, coaching, direct observations of practice and periodic appraisals. To ensure that all staff, volunteers and peer mentors have a named supervisor.
- 1.14** To ensure that staff training needs are identified and met, and all training undertaken is recorded within supervision files and the training matrix. To induct new staff and agency staff thoroughly, ensuring that they are aware of the needs and preferences of service users and all essential operational policies and safety requirements.
- 1.15** To ensure that all staff practice in an effective, competent and person-centred manner, and follow all guidelines for the provision of support and the running of activities and groups, including health & safety, management of finances, professional boundaries and safeguarding.
- 1.16** To ensure that staff maintain up-to-date electronic and paper client records and individual case files in the prescribed format and that all reviews and meetings are minuted and recorded. To ensure that records are completed to a high standard and that confidentiality and data protection is observed at all times. To ensure that progress is captured and celebrated.
- 1.17** To ensure that staff record their working time accurately, complete and submit timesheets and carry out any financial transactions within agency guidelines.
- 1.18** To organise monthly or more frequent team meetings and to ensure that staff are well-briefed in all matters relating to policy, good practice, contract delivery and agency requirements. To promote the full attendance and active participation of all staff (including part time and relief staff) and volunteers in these meetings.
- 1.19** To ensure the physical environment is maintained in a clean, welcoming, safe and tidy manner. To ensure that food preparation areas are maintained in a hygienic condition and that food safety requirements are met. To ensure that safe lone-working protocols are followed and to be aware of staff whereabouts at all times. To ensure that policies pertaining to security, fire safety, food safety, infection control and the prevention of accidents are understood and adhered to by staff, service users and visitors.
- 1.20** To report and manage accidents, incidents and emergencies in accordance with Creative Support requirements and agreed multi-agency reporting guidelines.
- 1.21** To provide excellent internal and external customer care. To respond warmly and professionally to all enquiries and to reply efficiently to emails and written requests for information. To ensure that the people we support are aware of the Complaints Policy and are supported to make complaints and suggestions. To acknowledge, record, and proactively follow up all complaints, concerns, compliments and suggestions from service users, their families, partner agencies and stakeholders. To ensure that service users have access to independent sources of advice, advocacy and representation, as required.
- 1.22** To ensure that vulnerable adults and children are safeguarded from harm. To ensure that all staff, volunteers, and students on placement comply with Creative Support and Leicester City Council's / Leicestershire County Council Safeguarding Policies and Procedures. To report immediately any concerns regarding vulnerable adults or children to the Area Manager, the Duty/On Call Manager and the local authority.
- 1.23** To carry out all recording and administrative duties relating to the management and quality monitoring of the service, and to comply with all requests for reports and information from your line manager. To prepare statistical information, monitoring data, contract reports and

case studies to demonstrate that the service provided meets the service specification, Creative Support's quality expectations and KPIs.

- 1.24** To implement and comply with Creative Support's Equal Opportunities Policies. To ensure that the service provided is sensitive to the cultural and religious needs of service users and staff alike. To promote cultural sensitivity and anti-discriminatory practice.
- 1.25** To promote financial independence and inclusion. To provide general advice regarding welfare benefits and entitlements and to signpost to specialist advice and representation as required.
- 1.26** To ensure that service users receive advice and support to improve their physical health and wellbeing. To promote the self-management of long-term conditions (such as epilepsy, diabetes and other conditions). To promote attendance at health appointments including regular optical, dental and other health checks appropriate to age, gender and individual needs. To promote nutrition, relaxation, exercise, smoking cessation and an active, healthy lifestyle. To promote the right to access high quality primary and specialist health care services.
- 1.27** To ensure that staff observe service users' mental health and physical well-being and where appropriate to inform other agencies/professionals of any concerns or significant changes in needs, risks, welfare and circumstances.
- 1.28** To ensure that service users who may benefit from taking up Personal Health Budgets are identified and that appropriate referrals are made in accordance with the agreed criteria.
- 1.29** To develop and maintain positive relationships with partner agencies and professionals and to contribute to wider strategic objectives through effective joint working. To promote a culture of collaborative working and to sustain productive and mutually respectful partnerships with the Local Authority, Commissioners and other stakeholders.

Other

- 2.1** To notify your line manager of your planned whereabouts and to submit accurate timesheets weekly.
- 2.2** To provide regular verbal and written reports to colleagues.
- 2.3** To accept support, supervision and guidance from line managers and other senior managers.
- 2.4** To carry out all work in a manner consistent with the aims and philosophy of Creative Support.
- 2.5** To comply with and to implement the Equal Opportunities Policy.
- 2.6** To maintain confidentiality and data protection at all times, in accordance with the agreed policies.
- 2.7** To identify training needs in discussion with your line manager and to attend training events and courses as required.
- 2.8** To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 2.9** Any other duties as required.

JOB DESCRIPTION –SERVICE MANAGER

Leicester and Leicestershire Mental Health Services

| | QUALITIES REQUIRED | How Assessed | Essential/ Desirable |
|-----|--|-------------------------|----------------------|
| 1. | A confident, credible and professional mental health practitioner with at least 3 years relevant senior practitioner or management experience gained in a mental health recovery-focused service. | Application & Interview | Essential |
| 2. | Experience of managing or supervising staff and managing or co-ordinating the delivery of care/support | Application & Interview | Essential |
| 3. | Strong leadership skills, with the ability to communicate and embed a culture of recovery and accountable, person-centred practice | Application & Interview | Essential |
| 4. | Ability to manage the effective delivery of the contract and to ensure that KPIs and expected outputs and outcomes are met | Application & Interview | Essential |
| 5. | A commitment to diversity, equality and human rights and unconditional positive regard for all | Interview | Essential |
| 6. | A relevant health or social care qualification e.g. DipSW, RMN, NVQ/H&SC Diploma level 4/5 or equivalent or be willing to work towards | Application | Essential |
| 7. | A degree or management qualification | Application | Desirable |
| 8. | Excellent written communication and report writing skills | Application & Interview | Essential |
| 9. | Competent in the use of IT with the ability to collect/analyse data and maintain spreadsheets | Application & Interview | Essential |
| 10. | Good verbal communication/presentation skills | Application & Interview | Essential |
| 11. | Warm and emotionally intelligent, with good interpersonal skills and the ability to reflect on practice | Application & Interview | Essential |
| 12. | An understanding of recovery principles and methods and a good knowledge of mental health needs/conditions, helpful interventions, evidence-based good practice, legislation and policy | Application & Interview | Essential |
| 13. | An imaginative and 'can do' attitude with the ability to develop the service through co-production and creative approaches to service delivery, including use of technology, peer support and volunteers | Application & Interview | Essential |
| 14. | A good knowledge of the roles and responsibilities of mental health professionals/agencies and the ability to work effectively with multi-disciplinary teams within the CPA and other planning processes | Application & Interview | Essential |
| 15. | The ability to promote the service effectively to service users and professionals and to maximise referrals and service utilisation | Application & Interview | Essential |
| 16. | Ability to lead, manage & supervise staff assertively to ensure effective and productive team working, high standards of practice and positive outcomes for service users | Interview | Essential |
| 17. | Good organisational skills with the ability to plan ahead, prioritise & manage a busy workload, delegate effectively and meet deadlines | Interview | Essential |
| 18. | Ability to work positively with a range of agencies and to gain the confidence and trust of service users, professionals and other stakeholders. | Application & Interview | Essential |
| 19. | Applicants must enjoy good health, demonstrate resilience and be able to reliably carry out the responsibilities of the post | Interview | Essential |
| 20. | A willingness to work flexibly and responsively and to travel across Leicester and Leicestershire and other areas if required | Interview | Essential |

JOB DESCRIPTION – SERVICE MANAGER

Leicester and Leicestershire Mental Health Services

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|---|--------------------------------|-------------------|
| Salary: | Up to £31,083 per annum | |
| | Point One: | £28,489 per annum |
| | Point Two: | £29,347 per annum |
| | Point Three: | £30,205 per annum |
| | Point Four: | £31,083 per annum |
| Please Note: <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month.</i> | | |

Hours of Work:

Full time hours are 37.5 hours per week including occasional weekends, evenings and public holidays according to the needs of the service. We will consider requests for part-time working subject to a minimum of 30 hours per week.

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

DBS Checks:

Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.

Holidays:

25 days per annum plus eight statutory days. Pro-rata if part-time.

Probationary Period:

The first four months will constitute a probationary period. On successful completion, employment will be confirmed.

Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with the criteria below:

- There is no payment for the first three days of any sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Employee Counselling Service:

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

Life Assurance:

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

Hospital Saturday Fund:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There are a choice of packages offering different levels of service. Membership is entirely voluntary.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at theme parks, shops, restaurants and various on-line stores.

Networks:

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.