

**Service Manager**

**Job title:** Service Manager

**Grade / Salary:** £36,371 – £40,471 (points 38-42 on VPK scale)

**Hours:** Full time (34.5 hours)

**Responsible to:**  Chief Executive

**Location / base:** Perth office, flexibility during Covid

**Benefits:** Final salary pension scheme

35 days leave (including public holidays)

**Nature of post:** Permanent

**Job purpose:**

To lead, manage, develop and contribute to the delivery of VisionPK’s sensory services, including a contracted Rehabilitation Service, group and outreach activities.

**Key Result Areas:**

1. To manage and ensure the effective operation of all aspects of the above services and activities, including health and safety.
2. To take a lead role in developing practice-related health and safety standards, monitoring their effective implementation in the team.
3. To identify and gather feedback from people using services, as well as monitoring services on a weekly, quarterly and annual basis.
4. To set and monitor budgets, gather and monitor evaluation data, produce reports and prepare / contribute to funding proposals and applications.
5. To ensure the VisionPK Rehabilitation contract is delivered in line with agreed standards and performance.
6. To stay updated on external legislation and practice which affects service delivery and develop new / update existing service related policies as required.
7. To lead by example in relation to VisionPK’s philosophies, values and policies, meeting objectives and focused on enhancing the lives of people using our services.
8. To contribute to VisionPK’s strategic development and overall management, deputising for the Chief Executive in their absence.

**2. Duties / Tasks**

**Service delivery and development**

2.1 To ensure the effective planning, resourcing and delivery of services which are responsive to the needs of service users and stakeholders.

2.2 To maintain an overview of the external environment and issues which might affect VisionPK’s service delivery.

2.3 To ensure that services meet legal, practice and statutory requirements and to lead the ongoing review and development of practice to meet and exceed standards.

2.4 To develop and promote services to all potential funders and service users, optimising service income where appropriate.

2.5 To work closely with the VisionPK team, funders and external partners to contribute to the development of relevant policy and practice.

2.6 To allocate referrals and support the team with casework where appropriate through carrying a small caseload.

**People Management**

2.6 To line manage the Rehabilitation team (4 people), admin support function (1) and new service developments (currently 1). As services evolve and develop, responsibilities may change, so a flexible approach is needed.

2.7 To lead, manage, supervise and develop line managed staff to a high standard and in line with VisionPK’s policies and procedures.

2.8 To support service users and volunteers in line with the organisation’s policies and procedures.

2.9 To act as Duty Manager for lone working within the team.

**Resource Management**

2.8 To adhere to the relevant office, finance, administrative and reporting procedures of VisionPK.

2.9 To set, manage, monitor and forecast budgets.

2.10 To contribute to funding applications and tenders.

2.11 To develop and ensure the implementation of appropriate heath and safety practices and risk management.

2.12 To lead the development of relevant policies

2.11 To monitor and evaluate service outcomes, quality and standards

2.12 To undertake other appropriate duties as required.

**3. Other**

3.1 To work within the SSSC Code of Practice for Social Service Workers

**Service Manager - Person Specification**

1. **Qualifications**
   1. Essential – relevant degree
   2. Essential – Either Social Work Degree (DipSW, CQSW, CSS) or equivalent Health and Social Care / Management Qualification certificated at or above SCQF level 9)
   3. Desirable – management qualification
2. **Knowledge and Understanding**
   1. Desirable - knowledge of hearing loss and / or visual impairment
3. **Experience – essential**
   1. Managing and developing staff, including managing performance
   2. Planning, including strategic planning
   3. Writing, monitoring and implementing policies
   4. Report writing
   5. Partnership working
   6. Problem solving and finding creative solutions
   7. Using Microsoft 365, particularly Word and Excel, to produce own correspondence/ reports and work with budgets
4. **Experience – desirable**

4.1 Working with older people

* 1. Budget setting and management
  2. Leading and developing teams
  3. Contributing to tenders / funding applications
  4. Using creative approaches to improve services
  5. Using a database

1. **Skills and abilities - essential**
   1. Excellent written and verbal communication skills
   2. Negotiation and influencing skills
   3. Able to assess and analyse information
   4. Managing and supporting change
   5. Able to contribute to equality of opportunity across all areas of work
2. **Personal qualities**
   1. Self aware and aware of impact on others
   2. Able to work in a reflective and consultative way
   3. Fit with VisionPK’s values of : trust; respect; empathy; being inclusive; encouraging independence, offering choice and promoting quality
3. **Other**
   1. Clean driving licence and access to a car during working hours
   2. This post will be subject to a PVG check at enhanced level, so membership of the PVG scheme will be required
   3. Evidence of full vaccination (or exemption) against Covid and a commitment to maintaining this in line with VisionPK’s requirements
   4. Willingness to work flexibly when required (TOIL available)