

SAMH Role Profile

Job Title:	Senior Service Manager
Department/Service/Area:	Delivery & Service Development
Reports to:	Assistant Director, Delivery & Development
Direct Reports:	Service Managers
Salary Scale:	Point 40 to 43

Role Summary

The Senior Service Manager will have overall responsibility and accountability for the delivery of high quality standards across a number of services supporting Scotland's mental health. Services may be located within different local authority and NHS Board areas. Services may include Social Care Services registered with the Care Inspectorate; a range of Community Based Services; or a combination of both.

This strategic role will build and develop existing relationships and create effective new connections with key stakeholders and local external partnerships.

The Senior Service Manager will enable and promote positive and productive team environments and cultures for all staff. They will lead and develop managers, within their remit, to successfully deliver service outcomes whilst maintaining operational quality and continuous improvement of services.

The role holder will have excellent organisation and decision-making skills and will be accountable for the safe and effective provision within services. They will ensure services are managed effectively to operate in line with organisational and regulatory health and safety processes and procedures, and comply with relevant legislation, contractual and service specifications, SAMH policies and ensuring practice reflects current research findings.

Essential Duties and Responsibilities

1. Responsible for effective performance through positive leadership, support and ongoing development of Service Managers in order to achieve high standards of service delivery , which will be underpinned by clear objectives and KPIs.
2. Overall responsibility to ensure all services, within remit, are compliant with relevant :
 - a) Contracts
 - b) Service Specifications
 - c) Codes of Conduct and Practice, SAMH Terms and Conditions
 - d) Appropriate Regulatory Standards, e.g. National Care Standards, SSSC
 - e) SAMH policies, Health and Safety, infection control, Wellbeing and quality assurance monitoring systems
3. Support Service Managers to prepare for Care Inspections and address and improve identified actions/recommendations arising from Care Inspectorate reports, continuous improvement plans and ensure appropriate remedial measures are in place.
4. Responsible for performance management, development and leadership, including coaching and performance development of Service Managers.

5. Overall responsibility to ensure that quality assurance processes are embedded across remit, including robust peer audit programmes, audit reviews and completion of subsequent actions, enabling continuous improvement across services.
6. Work proactively with the Business Development Manager and other roles to identify and develop new business opportunities in line with SAMH strategic objectives and to support local Health and Social Care Partnership plans. The role will play a key part in the submission and presentation of new business.
7. Proactively lead and support Service Managers through change activities, promoting and role modelling a positive approach to leadership, engagement, culture and learning and development.
8. Proactively identify and engage with key external and community stakeholders to lead, promote and facilitate a multi-agency approach to the delivery and development of services within remit. This includes building and maintaining positive and effective relationships with partners such as commissioners, Health and Social Care Partnership representatives, and other third sector partners
9. Through analysis of service outcomes develop detailed business reports to identify and share good practice and learning/developments that may drive future models that align with SAMH strategic objectives
10. Ensure Service Managers demonstrate effective and efficient use of staff and other resources, supporting service managers to develop capacity and contingency plans.
11. Support service managers to evidence impacts and outcomes of service and support delivery and monitor evaluations to develop continuous improvement plans and service design.
12. Overall budget responsibility and accountability for services within remit and ensuring Service Managers are enabled to understand the management and maintenance of service budgets in relation to contractual/financial expectations.
13. Create and promote a culture of shared learning across teams within remit, utilising digital tools to support their development and enable continuous professional learning and development.
14. Actively contribute to the successful achievement of SAMH strategic objectives, through the support of SAMH's wider work and National Programmes.
15. Support the development and continuous improvement of the Framework for Practice in collaboration with the Practice and Policy Development Manager.
16. Work with other Senior Service Managers on key Delivery and Service Development projects and activities.

Key Working Relationships & Contacts

- Establish and maintain supportive and effective leadership relationships with direct reports, role modelling positive values and behaviours.
- As a member of the Delivery and Service Development Senior Management Team, proactively contribute to strategic development and improvement plans.
- Work collaboratively with peers across SAMH functions including HR, Finance, National Programmes.
- Will work positively and effectively with all colleagues and external strategic partners in relation to the design, development and strategic delivery of services including, where appropriate, funders, commissioners, social work and multi-disciplinary teams.

Working Environment/ Special Circumstances

May include

- Mix of home and office working
- Occasional evening or weekend working
- Lone Working

Experience & Qualifications

(E - Essential) or (D – Desirable)

Experience:

- Managing mental health and mental illness support environments (E)
- Team and individual development, coaching, leadership and management (E)
- Budget management, including analysis and reporting. (E)
- Motivating and developing managers.(E)
- Successful track record in performance management and delivery of objectives/KPI's. (D)
- Health, Safety and Risk management implementation and monitoring. (E)
- Analysing performance data and reporting against service targets. (E)
- Management of project work and implementation of services. (E)

Qualifications

- Educated to degree level in mental health, social care/sciences or equivalent experience (E)

Knowledge & Skills

Knowledge and Understanding:

- Mental health illness, stigma, discrimination and associated issues, understanding of the difficulties faced by people with mental ill health. (E)
- Equality, diversity and human rights and how these relate to the responsibilities of this post (E)
- Excellent knowledge of the health and social care funding, strategy and delivery environment.
- Excellent understanding of the Social Care sector; public body contracting environment, social care regulatory framework, current Mental Health and Social Care policy and Health and Social Care partnership agenda. (E)
- Strong knowledge of the application of relevant legislation within social care services, e.g., Health and Safety. (E)
- Understanding of the principles of ensuring safe service provision for people at risk/vulnerable adults and how these are put into practice. (E)
- Knowledge and understanding of the relevant statutory authorities including Care Inspectorate, SSSC. (E)
- Knowledge of mental health legislation, regulation, research and best practice (E)

Functional/Work-based Skills

- Positive and inclusive people management and leadership attributes, aligned with SAMH values. (E)
- Ability to make decisions autonomously.
- Ability to role model the importance of a positive mental health and wellbeing behaviours to enable positive and effective cultures and practices. (E)
- Ability to enable positive team cultures, positively engage people, and where required mitigate or resolve conflict. (E)
- Strong organisational skills and able to take control of own workload, balance competing priorities and meet deadlines. (E)
- Ability to manage multiple budgets across a range of services. (E)
- Excellent communication skills and able to communicate effectively to a variety of audiences. (E)
- Confident in challenging poor performance assertively, constructively and successfully. (E)
- Ability to build productive networks of external relationships (E)
- IT literate to aid communication and analysis of data. (E)

Core Competencies and Commitment

At SAMH, our values underpin everything we do. We believe that everyone has the right to be treated with dignity, respect and equality. We believe that everyone is entitled to hope and choice and to achieve personal fulfilment.

These are the competencies that SAMH looks for and expects from staff who support the people who use SAMH social care services. These competencies enable SAMH to deliver its core purpose of mental health and wellbeing for all.

Employees are required to read and understand the role profile for their position and are required to comply with SAMH's policies, all laws, rules, regulations and standards of conduct relating to their position and report any suspected violations of conduct to my line manager. All employees should adhere to the SAMH values in all interactions with service users, customers and colleagues.

Core Competencies, Behaviour and Skills

Recovery Focussed

Empathise, inspire and motivate others.

Deliver person centred and recovery focussed support to enable individuals to achieve positive outcomes.

Communication

Communicate effectively and professionally and contribute to the accurate recording and monitoring of all case and incident recording systems. This includes communications by email, by phone/text and other on-line methods.

Build and develop positive relationships with those who use our services.

Engage with a range of people from a wide variety of backgrounds

Deliver a high standard/quality of work

Maintain the highest personal and professional standards. Work professionally and collaboratively with internal and external colleagues, those who use our services and members of the public and to meet the requirements of funders and regulators.

Undertake personal responsibility for conduct and work ethic in line with SAMH Code of Conduct, the SSSC Codes of Practice and other relevant professional standards.

Critical Reflection and Learning

Ability to reflect on own practice and learn from own experiences and those of others.
Develop skills and knowledge of theory and practice and understand where role fits within SAMH and externally.

Supportive of Equality and Diversity

Challenge inequality and stigma; recognise and respond to the barriers individuals and groups face within society.

Treat all people within SAMH (both staff and service users) fairly and with respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and/or sexual orientation.

Commitment to Health, Safety and Well-being

Understand, encourage and carry out the principles of integrated safety management; comply with SAMH Health and Safety Policy and Procedure; complete all required H & S training; take personal responsibility for safety.

Participation

Ensure the people who use our services have the opportunity to get involved in their support, their service, their community or in SAMH as an organisation.

Team Working

Ability to work as part of a team.

Service User Engagement

Develop, maintain and demonstrate a wide range of interpersonal skills when working with the people we support, including: open-minded, respectful, active listening, empathetic, promote independence, maintenance of confidentiality, honest, honourable in agreements and practices, appropriate body language, solution focussed, supportive and approachable, non-judgemental, pro-active, patience and resilience, professional approach