



Job Description

Post: Service Manager
Salary banding: Level 5

As a Service manager, you will manage the team and the service alongside the Locality Manager.

You will oversee the day-to-day running of the services whilst being responsible for managing all stakeholders involved. You will also report on outcomes achieved and help promote and develop the services in your region.

A skilled practitioner, you will have a good understanding and knowledge of social care services and an excellent grasp of the services we provide. An empathic and motivating manager, you will be able to bring out the best in others by developing, guiding and supporting your team and enabling them to provide high-quality, person-centred services.

This is a great opportunity to develop your skills and to have a greater impact on your services. If you are passionate about enabling Change Mental Health to deliver a valuable service to the Wigtownshire and Stewartry community and are looking for a new challenge this year, then we want to hear from you!

What I do and what I achieve

- I take responsibility for my service with minimal oversight from my Manager
- I provide direct support and manage a case load to help meet demand
- In partnership with my manager I plan strategic and operational outcomes and make sure staff are aware of these
- I will manage a range of complex duties and will divide my time accordingly
- I take responsibility for developing and maintaining positive team dynamics to promote good team working
- I support students and ensure they have high quality learning experiences as well as contribute positively to the services
- I maintain accurate confidential records that ensure that the organisation complies with all standards and legal requirements
- I prepare reports as required and ensure these are accurate and of a good standard
- I identify any gaps/needs within my area of work and identify solutions including longer term strategies for more efficient working
- I work closely with partners/external stakeholders across a number of strands/agencies to carry out my role and ensure Support in Mind Scotland maintains its professional reputation
- I contribute to research and development tasks to further my role and the work of the organisation

- I provide professional support and supervision to staff in my geographic area
- I work to appropriate professional standards
- In keeping with Change Mental Health policies and procedures, I ensure all Health and Safety standards are maintained by a designated member of staff

Who I am

- I have appropriate professional qualifications for my work to at least SVQ4 level or have significant experience relevant to this post
- I have a sound theory base of social care interventions or my area, including awareness of risk and compliance issues
- I have experience of working with people with mental health problems and/or their families
- I identify dilemmas and employ an analytical approach to find solutions
- I have experience in leading a team and/or acting autonomously to a high standard
- I am enthusiastic to develop my skills by undertaking appropriate training
- I am outcome focussed and can place my role in Change Mental Health in the wider health and social care context
- I am confident in my ability to give presentations to stakeholders
- My report writing is of a high standard
- My IT skills are of a good standard
- I am very well organised and self-manage and self-motivate
- I can travel throughout a geographic region as required

I may also have

- Specialist skills appropriate to my role
- Experience of working with groups, delivering training or making presentations
- Experience of managing registered services

General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees, workers and volunteers; to encourage people to join Change Mental Health as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies.

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.