

JOB DESCRIPTION

JOB TITLE: SERVICE MANAGER (FIFE VISITING SUPPORT SERVICE)

THE SERVICE

Fife Visiting Support Service comprises three distinct visiting support teams, each of which is headed up by a Team Leader who holds operational responsibility for day-to-day delivery.

- **Short Term Housing Support:** This outcomes-based service is commissioned by Fife Council and provides visiting housing support to people living across all Fife localities. The service is available for up to 6 months and is delivered flexibly to meet the changing needs of the people we support.
- **Care at Home / Supported Living:** This service is commissioned by Fife Health and Social Care Partnership and provides individually-tailored visiting support to people living across Fife. This is a longer-term service with individual support packages funded through social work spot contracts. As well as enabling people to live as independently as possible in their own homes, we also work with people to reduce social isolation through encouraging engagement with opportunities available in local communities. Where required, we provide personal care.
- **Resettlement:** This service supports people who have come to Fife through the UK resettlement scheme. Primarily based in Leuchars, the staff team provide flexible support to help people settle within their new communities and to access all services for which they are eligible.

Across these three teams, we currently provide visiting support to over 200 people aged 16+ in Fife, helping them to sustain their homes through the development of independent living skills. We also support people to engage with opportunities available within their local communities, reducing isolation and supporting the achievement of individual outcomes. All service provision is underpinned by our trauma-informed approach.

We support people from a diverse range of backgrounds and with a wide range of support needs, including but not limited to:

- mental health issues
- homelessness
- substance misuse issues
- physical disabilities
- sensory impairments
- lack of experience in managing a tenancy due to young age

PURPOSE OF THE JOB

As a key member of the LinkLiving leadership team, the Service Manager will lead, develop and direct our Fife Visiting Support Services in line with LinkLiving's vision, strategic objectives and values and achieve positive outcomes for the people who we support.

The Service Manager will use their knowledge of trauma-informed approaches to social care practice to lead, motivate, develop and supervise a team of support staff who provide professional person-centred services to vulnerable and excluded people.

The Service Manager will participate in a range of external networks for the benefit of service users, acting as an ambassador for the whole organisation internally and externally, and will negotiate effectively with external funding partners to secure funding for service consolidation and development.

The Service Manager will manage a complex budget of Local Authority funding streams along with grant making trust income and will manage a complex and extensive range of stakeholders.

Leading by example, the Service Manager will respond to a review of needs, gaps and best practice, maximise service user involvement and choice, and oversee support services to service users in line with service delivery and regulatory standards requirements. The Service Manager will be required to be the (Care Inspectorate) Registered Manager for the services and, as a member of the LinkLiving Management team will be required to participate in an out of hours on-call rota for LinkLiving.

VALUES

The postholder will be expected to demonstrate LinkLiving's core values of:

- Empathy (listen to and understand an individual's needs and circumstances)
- Respect (treat others the way they wish to be treated)
- Integrity (be honest and have strong moral principles)
- Caring (show kindness and concern for others)

MAIN AREAS OF RESPONSIBILITY / TASKS

Service Delivery and Development

- Accountable for the management and development of the service ensuring compliance with all legislative and regulatory regulations.
- Uphold and promote LinkLiving's values in all areas of work.
- Ensure quality assurance is visible and service work is appropriately monitored, ensuring compliance with LinkLiving's internal standards, relevant legislation/external standards and regulatory requirements.
- In conjunction with the Director of Services and Development, identify performance indicators against which the service can be measured. Provide regular reports in performance, achievements, outcomes and outputs of the service to meet organisational and external requirements.
- Facilitate internal or external service reviews or inspections and develop action plans for the service, including the opportunity for the service to develop through evidencing unmet demand, need or gaps in the service.
- Manage complex service budgets effectively through meeting income targets and working within agreed expenditure levels. Develop and maintain effective working relationships with HR and Finance Business Partners to support this budget management responsibility.
- Ensure equality and diversity processes and practices are embedded in all service delivery.
- Investigate and respond to complaints about the service. Ensure any corrective action is implemented as a result of any findings.
- Contribute to policy development and, if required input into preparation of tenders and funding applications.

- Ensure the individual needs of service users are met by a system of person centred assessment, robust positive risk taking and management processes, support/care planning and review.
- Ensure safe systems of work for staff are in place and regularly reviewed.
- Ensure that publicity material is up to date and distributed appropriately.
- Take a lead role in promoting the use of Information Technology and ensure compliance with Link's recording systems and standards.
- Ensure that staff are deployed effectively, minimising travel and maximising the use of geographic teams

People Management

- Lead, motivate, support and supervise staff through regular planned meetings and support at other times to ensure the promotion of good practice and excellence within the team
- Ensure the team adhere to the aims and objectives of the service by setting clear targets and objectives.
- Ensure the team meets its contracted hours, staff are deployed efficiently and adequate staff cover is provided.
- Work in partnership with Human Resources to ensure best practice in recruitment, induction, training, personal development, supervision, appraisal, disciplinary, staff absences and staff turnover;
- Work in partnership with Learning and Development to facilitate training that is either statutorily required or required to ensure the positive development of staff;
- Provide direct support and supervision and formal performance management reviews for Team Leaders

Service Development / Joint Working

- Develop services in partnership with the Director of Services and Development and other managers by pursuing opportunities for increasing individual contracts and expansion of existing block contracts.
- Build networks and develop relationships with local statutory, voluntary and community agencies, taking a lead role in promoting LinkLiving locally, regionally and nationally.

- Meet with commissioners of the service to report on performance and joint working arrangements.
- Maintain responsibility for Health and Safety and comply with Link's Health and Safety Policy and Procedures,

Service User Involvement

- Promote and actively encourage the involvement of service users in the development of services
- Coordinate, with the appropriate staff, the development and implementation of mechanisms to involve service users in meaningful participation in relevant aspects of service delivery and develop and promote training opportunities for service users that equip them with the tools to do so.
- Develop effective ways of gathering and monitoring information from service users such as surveys, panels or working groups in order to ensure the service provided meets and exceeds expectations.

Self Assessment and Self Management

- Demonstrate commitment and ability to deliver the vision and values of LinkLiving
- Use own initiative to manage time effectively, keeping all work up-to-date and prioritising to ensure that the most urgent is dealt with first
- Demonstrate cooperation, respect and goodwill in every aspect of your work through recognising achievement and providing support to colleagues
- Recognise that you are accountable and responsible at all times in your role as an ambassador for LinkLiving
- Abide by the National Care Standards and Scottish Social Services Councils Code of Practice in all work undertaken
- Undertake Continual Professional Development through taking personal responsibility for your own self development
- Record all information as required and adhere to LinkLiving policies, procedures, guidelines and protocols
- Undertake such additional duties, as directed by line manager or other staff if appropriate, as would reasonably be expected of someone at this grade

RELATIONSHIPS

- Director of Services and Development
- Head of Practice and Participation
- Team Leaders
- Staff team
- Service Users
- Management Team
- Link Group colleagues (Finance / HR)
- Local authorities
- Partner agencies
- Funding bodies
- Regulatory bodies

You will comply with the Health & Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representative or line manager. You will actively promote the Equality & Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.

ACCOUNTABILITY

This post is accountable to the Director of Services and Development.

PERSON SPECIFICATION

VALUES	ESSENTIAL	DESIRABLE
Empathy (listen to and understand an individual's needs and circumstances)	√	
Respect (treat others the way they wish to be treated)	√	
Integrity (be honest and have strong moral principles)	√	
Caring (show kindness and concern for others)	√	
EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
Good standard of secondary education including passes in English and Maths	√	
Practice qualification (e.g. SVQ Social Services and Healthcare at SCQF Level 9) or able to achieve qualification within required timescales (NB Service Managers who are the Registered Manager for the service with the Care Inspectorate must hold the practice qualification on appointment)	√	
Management qualification (e.g. SVQ4 Care Services Leadership and Management at SCQF Level 10) or able to achieve qualification within required timescales	√	
KNOWLEDGE / EXPERIENCE & SKILLS		
Experience of leading or being part of a management team leading a care/support service.	√	
Knowledge of the Social Care/Housing Support Sector	√	
Knowledge of issues affecting service users (including any legislative issues).	√	
Specialist knowledge and experience in at least one area of care/support, e.g. mental health, trauma, child protection.	√	
Able to manage resources and performance effectively and set clear objectives.	√	
Non-judgmental attitude and willingness to embrace diversity	√	
Able to remain focused in the face of conflicting demands	√	
Analytical with the ability to review and recommend appropriate action	√	
Able to manage effective relationships/partnerships with other voluntary and statutory agencies	√	
Able to co-ordinate and prioritise resources	√	

Strong written communication skills including the ability to write clear and concise reports and funding applications	√	
Proactive approach to own learning and development	√	
A proactive approach to service user involvement	√	
OTHER		
Ability to meet the requirements of registration with the Protection of Vulnerable Groups Scheme	√	
Achieve and maintain required registration with an appropriate regulatory body, e.g. SSSC, within 6 months of commencing employment in post. SSSC registration for this post is at Manager level.	√	
Ability to travel between services, as required	√	
Current drivers' licence and use of a car.	√	
Flexible, practical and reliable approach. Able to work flexible hours including evenings, weekends and public holidays.	√	

COMPETENCY MANAGEMENT FRAMEWORK	ALL ESSENTIAL AND WILL BE ASSESSED AT THE INTERVIEW STAGE
<p>COMMUNICATION Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.</p>	
<p>CUSTOMER CENTRED APPROACH Puts the person at the heart of the service and is able to understand both internal and external customers and service users’ needs. Recognises that customers and service users are unique. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Shows perseverance and innovation in resolving problems. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.</p>	
<p>INNOVATION Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.</p>	
<p>LEADERSHIP The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.</p>	
<p>PERSONAL EFFECTIVENESS Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly depending on the other persons approach.</p>	
<p>PROBLEM SOLVING AND REASONING The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.</p>	
<p>INFORMATION SYSTEMS A functional understanding of Link’s core information communication technology – including Microsoft Office systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.</p>	

TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

Hours

Full-time, 37.5 hours per week, usually Monday to Friday, but requires flexibility around the needs of the service.

Contract

The post is permanent

Salary

Placement within the salary range will be dependent on a number of factors including skills and experience.

Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.

Service Manager Salary Range £37,594 - £41,329 per annum (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April.

Annual Leave

35 days pro rata per annum (including public holidays) rising to 38 days after completion of three years' service.

Pension

Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:

- Link: 5% of basic salary
- Employee: 3% of basic salary

Employees can opt to increase their contributions:

Employee:	4%	5%
Link:	6%	6%

Travel

LinkLiving will support eligible employees employed by LinkLiving and providing support to service users across a geographical area where a bus pass is the most cost-effective means of travel, with the cost of a monthly bus pass. Eligible employees can claim for the cost of a monthly bus pass through iTrent Self Service. Reimbursement will be made through payroll and tax and national insurance contributions deducted. Claims for annual bus passes will not be authorised.

Use of your own car for business mileage, where authorised, will be reimbursed at a rate of 45p per miles. LinkLiving adopts the Inland Revenue approved mileage rate system.

On-Call

Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.

Time Back

There is a time back arrangement for additional hours worked in excess of the contracted hours.

Probationary Period

There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals.

Support and Supervision

You will have regular support and supervision meetings with your line manager

Smoking

All Link group offices operate a NO SMOKING POLICY – you may have to work with service users who smoke.

Health Care Cash Plan

A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]

Protecting Vulnerable Groups Scheme (PVG) Information for applicants who wish to work with Link

People who work on a regular basis with vulnerable groups will be required to join the Protecting Vulnerable Groups (PVG) Scheme. This Scheme replaces the Enhanced Disclosure Scotland checking process for organisations and it is a mandatory requirement of working within Link.

As well as strengthening safeguards for children, the PVG Scheme will improve protection for adults because, for the first time in Scotland, there will be a list of those who are barred from working with protected adults - there is already a list of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period of time.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and nonconviction information held by the police that is considered relevant.

Link will meet the cost of any new PVG scheme membership or scheme record update.

For further information please refer to the disclosure Scotland website - <http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>