SAMH Role Profile

Job Title: Service Manager
Department/Service/Area: Delivery & Development
Reports to: Senior Service Manager
Direct Reports: Support Staff, Team Leader

Role Summary

The Service Manager is responsible and accountable for maintain high quality standards across one or more services. Services may include Social Care Services Registered with the Care Inspectorate; a range of Community Based Services; or a combination of both.
The role will be responsible for:

- Leading and managing teams to ensure safe and effective provision of support to those people who use the service through the promotion of outcomes focused person centred approaches.
- Compliance with relevant, legislation, contracts and service specifications, SAMH policies and ensuring practice reflects current research findings.
- Effective management of key stakeholder and external partnerships
- Effective and efficient management of all resources.
- Contributing to the wider work of SAMH to support the achievement of SAMH strategic objectives

Essential Duties and Responsibilities

1. Ensure effective team performance through leadership and motivating and developing staff to attain high standards of service delivery

2. Ensure compliance 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 Safety and Wellbeing framework, and quality monitoring systems

3. Positive engagement with external stakeholders and the wider community to ensure SU's benefit from a multi-agency approach

4. Positive engagement with external stakeholders and the wider community to ensure business development opportunities are maximised.

5. Evidence outcomes for SU through:
   a) person centred approach to support planning
   b) evidencing practice is recovery focused and socially inclusive
   c) evidencing opportunities for participation
6. Demonstrate effective and efficient use of staff and other resources

Ensure effective and efficient financial management by delivering service on budget.

Key Working Relationships & Contacts
- Responsible for supervision of all staff within the service
- Will build and maintain positive, effective relationships with Support Services, National Programme leads, Policy , Campaigns and Fundraising Teams and external stakeholders
- Will work positively and effectively with all colleagues

Working Environment/ Special Circumstances
The Service Manager is responsible and accountable for one or more services. Services may include Social Care Services Registered with the Care Inspectorate; a range of Community Based Services; or a combination of both.

May include
- Participation in rota systems including management on call and sleepover shifts
- Lone Working
- Working with individuals with challenging behaviour

Experience & Qualifications
(E - Essential) or (D – Desirable)

Experience
- Relevant Experience in a related field (E)
- Experience of managing the delivery of direct services (E)
- Experience in team and individual development, leadership and management(E)
- Experience in budget management (D)

Qualifications
- SVQ4 in Social Care (or SSSC approved equivalent) (D)
- LMC (or SSSC approved equivalent) (D)
- Commitment to achieving SVQ4/LMC with agreed timescales (E)
- Accredited Supervision Training (D)
- Commitment to achieving accredited supervision training with agreed timescales (E)
- Registration with SSSC (D)

Knowledge & Skills

Knowledge
- Knowledge of mental health illness and associated issues understanding of the difficulties faced by people with mental ill health. (E)

- Thorough understanding of the voluntary sector; contracting environment, regulatory framework, external policy context and partnership agenda. (E)

Functional/Work-based Skills
- Ability to demonstrate positive leadership and management attributes. (E)

- Ability to competently respond to risks and challenges that may occur while supporting individuals. (E)

- Ability to manage and resolve conflict. (D)

- Ability to balance competing priorities within tight timescales. (E)

- Excellent communications skills (verbal and written). (E)

- Good therapeutic focused inter-personal skills. (E)

- Basic IT Skills (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