

Job Description and Person Specification	
Job Title	Service Manager – South Gloucestershire
Salary	Circa. £40,000 - £45,000 (depending on experience)
Annual Leave	26 days per year and bank holidays and statutory holidays. 1 additional day of annual leave per year for each full financial year continuously employed by DHI, up to a maximum of 31 days annual leave per year.
Pension	Contributory pension scheme, where DHI contributes 7% and the employee contributes a minimum 3% of their salary tax free.
Benefits • Flexible home-working, allowing you to work from home for part of your working week, subject to management approval. • Life Assurance Cover. • Mileage allowance of 45p per mile for using your own car for work journeys. • Cycle to Work scheme that can save you 25-39% on the cost of a bike and cycling accessories. • Deals and discounts available from DHI's membership of Blue Lightcard Card scheme. • Access to a confidential 24-hour helpline to support you through life's challenges. • Training to help you to do your job well, and a friendly and a supportive workplace with a track record for promoting high performing staff.	
Hours of Work	37.5 per week and additional hours as required from time to time. Usual working hours are 9am to 5pm
Place of Work	Warmley and any other location required by DHI.
Travel for Work	Occasional travel across South Gloucestershire and must be willing and legally able to drive and have use of a car that is insured for business use.
Accountabilities	Accountable to: Director of Operations Accountable for: Team Leaders
Purpose	• Promote social inclusion, and independence. • Lead DHI's adult drug and alcohol treatment service in South Gloucestershire to ensure its operational effectiveness and embed a culture of continuous learning and improvement. • Promote and represent the interests of DHI and its client group, and work in partnership with other agencies to meet the needs of the client group and the community.

Responsibilities

Person Centred Service Delivery

- Manage all resources to ensure the service works effectively, meeting commissioner expectations and responding to client need.
- Ensure the continuous development of the service, aligned to DHI's strategic objectives and contractual requirements.
- Oversee the delivery of the service and monitor and report on service outcomes.
- Meet the data information and reporting requirements of the service and account for these, developing improvement plans where identified.
- Embed quality assurance processes, to ensure practices are safe and effective, participating in the Quality Champions meetings.
- Escalate issues to the Operations Director to identify where changes in processes and procedures can prevent reoccurrence and manage risk.
- Develop relations with formal (subcontracted) and informal partners in the best interests of the service.
- Work with other services, and stakeholders to enhance service outcomes and community integration.
- Represent DHI in meetings with commissioners and partners.
- Oversee effective processes to ensure the integrity of interventions delivered by the team.

People and Performance

- Recruit, supervise, appraise, train, develop and coach each Team Leader to manage their teams effectively.
- Develop a high performing team through clear expectations and goals aligned to the contract and DHI's strategy.
- Role model DHI values in your behaviours, in particular in your leadership of the team and service.
- Manage team performance through reviews, address issues and prevent re-occurrence with appropriate use of relevant performance management tools and practices.
- Understand and share relevant trends, research, and practices.

Compliance

- Ensure the service understands and adheres to DHI's policies and procedures, good practice guidelines, legal and regulatory requirements, including safeguarding people, health and safety, information governance and equality, diversity, and inclusion.
- Make best use of the service's resources and adhere to DHI's financial regulations.
- Monitor and manage any sub-contracting partners / arrangements.
- Support the Operations Director to develop services for clients through bids for supplementary funding.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry out the role.

Person Specification

The most important quality to succeed in this role will be your positive solution focussed attitude, resilience, and enthusiasm for the work of DHI and its values and ways of working, as described in the Behaviour Framework (attached).

Essential Criteria

- A commitment to the principles of person centred support planning.
- Experience of working with a socially excluded client group
- An excellent understanding of harm reduction principles and interventions up to and including opiate maintenance and relapse prevention and abstinence based interventions.
- Experience of improving service performance and maintain that performance in a rapidly changing environment
- Demonstrates a collaborative and integrated approach to working with both clinical and operational staff.
- The ability to lead and delegate appropriately and with clarity, to achieve defined results and objectives.
- Ability to plan, prioritise, and organise resources, including the work and time of others.
- Good level of IT literacy
- An understanding of situational leadership and the need to manage individuals in line with different levels of competence and confidence
- Experience of carrying out performance management in its broadest sense including sickness absence management, disciplinary & grievance processes
- A proven ability to assess risk, make decisions and have difficult conversations
- Knowledge/experience of appropriate quality standards and regulatory requirements
- Experience of monitoring budgets
- Demonstrates a collaborative and integrated approach to working with both clinical and operational staff
- Able and willing to travel around the geographical area covered by the service.

Desirable Criteria:

- A professional qualification in health, social work or social care, level 5 management diploma
- Track record in developing and growing services
- Change management experience.

All the above skills, knowledge, experience, and behaviours will be tested at application and interview.