

JOB DESCRIPTION

Job title	Locality Manager
Department	Substance Misuse
Reports to	Senior Operations Manager
Grade	5

Job purpose	<p>To assist in delivering TP's Substance Misuse strategy which reflects our person centred values and the high levels of ambition we have both for the recovery of the individuals for whom we provide support and the development of our own staff, by leading, developing and co-ordinating your service(s) to ensure the delivery of high quality, innovative and cost effective care.</p> <p>Supporting the development of recovery based treatment services that are truly connected to the community and help to build a recovery infrastructure whilst delivering evidence based treatment interventions and addressing the wider substance related needs of the community.</p>
Key accountabilities	<p>Support in the planning of excellent person-centred care and support plans throughout the service that meet the needs of clients in accordance with the recovery agenda, by; -</p> <ul style="list-style-type: none"> ✚ Staying aware of trends and best practice in Substance Misuse, in order to identify opportunities for improving performance and delivery in own service. ✚ Collaborating with other stakeholders to ensure Commissioner expectations, best practice and learning is captured, shared and used to inform service planning. ✚ Working with own team to support implementation of service plans that are developed by SOM to reflect SM's strategic and business plans and contractual requirements. ✚ Ensuring strength-based recovery plans are developed in the service that; - <ul style="list-style-type: none"> ○ Are comprehensive, person-centred, individualised and based on clear assessments of clients' needs and circumstances. ○ Reflect the structure and aims of SM's Models of Psychosocial Interventions. ○ Reflect the involvement of individuals and their family/advocates. ○ Are supported by accurate, person-centred and individualised risk assessments. <p>Ensure the delivery of excellent person-centred interventions with individuals for whom we provide support within the service by; -</p> <ul style="list-style-type: none"> ✚ Effective implementation and regular monitoring of operational performance management disciplines, KPIs and SLAs. ✚ Ensuring the service delivers outcomes in accordance with the contract to the highest possible level of quality and within budget and variances in performance are spotted and addressed in timely fashion. ✚ Ensuring TP's quality management processes are used effectively by the service and that an infrastructure of independent, objective and reliable checks and controls is in place and is used to inform changes to practice. ✚ Ensuring the service provides care that; - <ul style="list-style-type: none"> ○ Reflects documented recovery plans and ongoing case reviews, supervisions and clinical reviews.

	<ul style="list-style-type: none"> ○ Reflects the rights, preferences and choices of individuals in an environment that is safe, healthy, maintains their dignity and well-being and is free from abuse or neglect, observing agreed safeguarding practices. ○ Reflects the review and, where required, updating of comprehensive assessment and risk assessments. ○ Best practice best on evidence available
	Help SM to achieve its long-term goals by being aware of the SM Strategy and supporting alignment to it within the local service plan
	Support the service to achieve its financial targets, by supporting effective financial forecasting, budget development, control and cost effective operations within the service, operating at all times in line with Turning Point's financial procedures, reporting progress and escalating concerns to your Senior Operations Manager.
	Contribute to SM's growth and business development plans by managing and, where necessary, supporting the transformation of the service as agreed with your Senior Operations Manager, the Growth team and other stakeholders so that the contract is renewed in accordance with SM's strategy and business plans.
	Contribute to Turning Point's information management strategy by; - <ul style="list-style-type: none"> ✚ Ensuring SM-related materials, intelligence and best practice are captured, communicated and shared within the service and with other services for the benefit of learning within the business unit. ✚ Ensuring all data and information relating to the service's service users is accurate and shared in the appropriate way with key stakeholders. ✚ Ensuring the inputting outcomes data and other information into corporate systems in the service in accordance with stated policies and procedures.
	Ensure that governance processes are implemented and used in accordance with stated policies, procedures and regulations so that the service achieves its compliance obligations.
	Ensure the effective flow of information within own the service, with other services and with external parties, representing Substance Misuse and TP corporate messages constructively and observing TP's internal communication policies and procedures.
	Ensure the well-being of service users, employees and TP's business interests by maintaining and acting upon a service Risk Register and Business Continuity Plan, escalating wider risks to your Senior Operations Manager as appropriate.
	Ensure the Service delivers high levels of performance through its people in a way that realises their potential, by; - <ul style="list-style-type: none"> ✚ Effective people planning, recruitment, induction, coaching, development, leadership, motivation and performance management of your direct reports. ✚ Ensuring appropriate other staff within the service provide effective people leadership, management and development in accordance ✚ with TP's People Strategy and policies, capitalising on the range of development opportunities provided by Turning Point in accordance with Skill Profiles. ✚ Managing and developing clinical staff so that their professional development and performance meet regulatory requirements and best practice principles within the delivery of contractual commitments.
	Project the desired image of Turning Point by; -

	<ul style="list-style-type: none"> ✚ Understanding and promoting TP's values and their application to Substance Misuse. ✚ Being a role model of the values through own example while ensuring they are demonstrated by all staff in the service.
	Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.

Dimensions	Direct reports	1-7
	Total staff overseen	10 – 30
	Internal contacts	Central support specialists – collaborative working, support & guidance. Other Locality Managers, Operations Managers, Senior Operations Manager, the management and special projects team – for mutual support, information exchange and sharing of good practice. Senior Recovery workers and wider management team – daily/weekly for issues relating to service delivery, guidance and support. Staff at all levels in the service.
	External contacts	Regulatory bodies – service monitoring and review. Partners & agencies – service delivery and health and social support to service users. Commissioners – as requested by the Senior Operations Manager in contract reviews, information exchange new business/service add on opportunities. Advocacy services/service user feedback (forums) – discuss ethical issues regarding service users.
	Planning horizon	Be aware of TP's 5 year Business Strategy and Business Unit 3-year strategy/1 year business plan. Focus detailed supporting around planning on annual service plans and overseeing the daily/weekly planning of work relating to the service's caseload.
	Problems solved	Ensuring effective staffing and quality delivery within the service where there could be resource conflicts and shortages. Policy implementation and monitoring in accordance with guidelines clarified in discussion with line manager. Ensuring a culture is developed within the service in which all professional disciplines work collaboratively for the benefit of service users. Maintaining service finances at a time of increasing financial pressures and eroding margins. Ensuring decisions made personally and by those by service staff balance operational/technical and business considerations.
	Financial authority	Accountable for supporting Senior Operations Manager in achieving service budget.
	Governance Structures	To ensure that the business units governance

		structures are in place and are effective
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PERSON SPECIFICATION

Job title	Locality Manager – SM
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Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> • Excellent interpersonal skills in the pursuit of exceptional delivery of service outcomes to a range of stakeholders. • Excellent communication skills – both verbal and written, with the ability to turn technical language into plain English to enable clarity and engagement of clients, staff, colleagues and customers/commissioners. • Robust and resilient personality that can respond and function within high pressure environments. • Relationship building with key stakeholders to be able to maximise outcomes. • Strong organisational and time management skills, helping others to develop and maintain operational delivery. • Delivering change in both the short, medium and long term. • Innovation including across social care categories such as substance misuse and mental health. • Politically astute with an ability to establish positive organisational reputation with key stakeholders. Operating across strategic levels. • Flexible and adaptable leadership style and approach in order to achieve outcomes whilst maintain employee engagement. • Ability to lead locally, identifying needs and leading by engaging others at a strategic level to move towards action. 	

Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> • In-depth understanding of substance misuse sector including clinical governance, prescribing regimes and CQC registration requirements for integrated services. • Team management skills to lead and inspire a motivated and skilled team that consistently delivers or exceeds on its 	<ul style="list-style-type: none"> • Management of a diverse range of services such as community, within the SMS sector • Management of CQC registered services • Management of clinical SM services

	<p>individual and team goals.</p> <ul style="list-style-type: none"> • Project management skills to lead the successful implementation of projects, programmes, initiatives and change. • Understanding of service specifications and leading a team to turn these into operational excellence. • Able to identify and effectively manage organisational and operational risk and provide sound advice and action to mitigate. • Able to develop and operationalise locality based strategy to deliver business outcomes. • Able to prioritise activities and mobilise resources in order to achieve strategic outcomes, • Understanding and able to successfully manage delivery methods in SM including ITEP, CRA and other relevant frameworks. • Up to date with the broad SM agenda including understanding and adopting latest best practice. • Comprehensive financial skills that include budget setting, forecasting analysis and effective cost management experience. 	<ul style="list-style-type: none"> • Registered Mental Health Nurse
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Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> • At least five years' experience in substance misuse at a management level • Experience of delivering both drug and alcohol services across a range of settings or previous experience of managing a integrated drug and alcohol service. • Degree level education, or equivalent, and evidence of post graduate training • Experience of change management in substance misuse. • Experience of improving service performance and maintaining that performance within a rapidly changing environment. 	<ul style="list-style-type: none"> • Professional qualification in either health or social care and/or relevant management qualification. • Previous experience of managing CQC regulated services

Other requirements	Essential	Desirable
	<ul style="list-style-type: none"> • Desire to be an active member of the substance misuse sector and provide a high level of contribution. 	