

JOB DESCRIPTION

Job title	Implementation Manager
Department	Substance Misuse
Reports to	Head of Implementation and Transformation
Grade	5

Job purpose	<p>To act as the operational manager during the implementation and transformation phase of a new substance misuse service.</p> <p>To be the day-to-day lead and support for staff, service users and wider stakeholders in relation to the implementation of the new service.</p> <p>To work with the Head of Implementation and Transformation and form part of the team around the contract to ensure effective planning, actions and reviews are undertaken.</p> <p>To act as an agent for change by demonstrating Turning Points corporate values through own example whilst ensuring they are demonstrated by all staff in the service.</p> <p>To ensure that the vision and model of service delivery are brought to life from contract award through to 12 months post contract Go Live.</p>
Key accountabilities	<p>Supporting the effective project management and execution of the implementation and transformation plan through</p> <ul style="list-style-type: none"> • Co- coordinating and monitoring of the plan including managing timelines and undertaking tasks to ensure completion • Reviewing and updating the implementation plan as required • Identifying key risks and issues and relaying these to the Head of Implementation and Transformation. • Supporting the devolvement of the plan and associated tasks to the identified leadership and management team within the new contract • Developing relationships and partnerships with locally identified partners and stakeholders that help embed the service within its community and show Turning Point in a positive light. • Working closely with central support services within Turning Point, such as Learning and Development, HR, IT, Finance, Procurement and facilities etc in the delivery of the implementation plan. • Ensuring governance processes are implemented in accordance with stated policies, procedures and regulations so that the service achieves its compliance obligations. • Helping to achieve the service's financial targets, by being aware of and contributing to effective financial forecasting, budget development, control and cost effective operations within the service.

	<ul style="list-style-type: none"> • Being fully briefed, confident and informed about the model of service delivery to be provided • Engaging with external regulators, namely – the Care Quality Commission as a registered manager by taking responsibility for the delivery of the regulated activity. As registered manager sharing legal responsibility for compliance with regulations with the provider. • Further, the Registered Manager is responsible for: <ul style="list-style-type: none"> · Keeping themselves up to date with changes to standards and regulations relating to their service and their responsibilities · Completing notifications of incidents and other events eg long-term absence · Attaching incident notifications to the incident record in Datix Web · Keeping their registration up to date (including de-registration if they should leave Turning Point) · Putting the statement of purpose into practice · Informing the CQC and Turning Point about any convictions, cautions, warnings, reprimands or bind overs they receive, and any actions taken against them by a professional body.
	<p>Developing and supporting staff as they are inducted and orientated to Turning Point through</p> <ul style="list-style-type: none"> • Acting as the central point of contact for incumbent/new staff queries or issues • Being proactive in soliciting this feedback and acting upon it • Helping coordinate and deliver individual and group consultations • Effective recruitment and induction of new starters • Offering coaching and support to managers so that they adopt the behaviours and attributes we expect of those in leadership positions in Turning Point • Acting as the central point of contact for stakeholders and partner agencies, and provide updates and presentations to their staff in relation to the new service • Working with and supporting the management team to develop Care and referral pathways, including Information Sharing Protocols, with partner agencies and local stakeholders • Supporting the development of the interface between the new service and other business units and experts within Turning Point to build links and

	develop the Turning Point values and principles within the service	
Dimensions	Direct reports	1-6
	Total staff overseen	Up to 300
	Internal contacts	Central support specialists – collaborative working, support & guidance. Other Implementation Managers, Area Operations Manager, Regional Head of Operations, Development team – for mutual support, information exchange and sharing of good practice. Team Leaders/Managers – 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 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 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 Ensuring a culture is developed within the service in which non-clinical, clinical and medical staff work collaboratively for the benefit of service users. Helping to maintain 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	Contributes to managing and achieving service budget. Authorisation of extra hours for staff and expenses. NCP sign off.	