

JOB DESCRIPTION

Job title	Service Manager
Sector	Mental Health and Learning Disabilities Business Unit
Reports to	Integrated Wellbeing Manager
Grade	5

Job purpose	<p>To assist in delivering TP's Mental Health strategy which reflects our vision and values to support individuals for whom we provide treatment and the development of our own staff, by leading, developing and co-ordinating the service to ensure the delivery of high quality, innovative and cost effective care.</p> <p>Leading our Luton Talking Therapies Service you will ensure that the service provides effective treatment interventions and the wider mental health agenda ensuring full target compliance at all times.</p>
Key accountabilities	<p>Ensure the effective planning of excellent care and support plans throughout the service that meet the needs of clients in accordance with the contractual requirements by:-</p> <ul style="list-style-type: none"> ✚ Staying aware of trends and best practice in mental health, in order to identify opportunities for improving performance and delivery in own service. ✚ Collaborating with other stakeholders to ensure contractual expectations, best practice and learning is captured, shared and used to inform service planning. ✚ Working with own team to ensure robust service plans are developed reflecting business plans and contractual requirements. <p>Ensure the delivery of evidence based and compliant 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 which include meeting and KPIs and SLAs. ✚ Be proactive in the service contract retention. ✚ Working with the Integrated Wellbeing Manager and Clinical Lead to ensure 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 evidence based treatment interventions that;- <ul style="list-style-type: none"> ○ Documents clinical case notes with up to date reviews, supervisions and clinical reviews. ○ 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. <p>Help Mental Health and Learning Disabilities Business Unit to achieve its long term goals by being aware of the Mental Health Strategy, aligning the Business Plan to it.</p>

	To support the Integrated Wellbeing Manager in achieving the service's financial targets, by 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.
	Contribute to Mental Health and Learning Disabilities growth and business development plans by managing and, where necessary, transforming the service as agreed with your Integrated Wellbeing Manager, the Growth team and other stakeholders so that the contract is renewed in accordance with the Mental Health strategy and business plans.
	Contribute to Turning Point's information management strategy by:- <ul style="list-style-type: none"> 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 the service, with other services and with external parties, representing Mental Health, Learning Disabilities 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 Regional 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. Overseeing the management and developing clinical staff so that their professional development and performance meet regulatory requirements and best practice principles within the delivery of contractual commitments and are Ensure the maintenance of standards of practice according to the employer and any regulating standards, and keep up to date on new recommendations/guidelines set by the department of health (e.g. NHS plan, National Service Framework, National Institute for Clinical Excellence, British association of counselling and psychotherapy (BACP) and British Association for Behavioural and Cognitive Psychotherapies (BABCP)
	Ensure the service optimises its performance and long term sustainability by creating plans for the management of IT solutions and other physical resources, and ensuring that properties are legally compliant and fit for purpose both for employees and clients.
	Project the desired image of Turning Point by:- <ul style="list-style-type: none"> Understanding and promoting TP's vision and values.

	<p>✚ Being a role model of the values through own example while ensuring they are demonstrated by all staff in the service.</p> <p>Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.</p>
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Dimensions	Direct reports	5-10
	Total staff overseen	Up to 50
	Internal contacts	<p>Central support specialists – collaborative working, support & guidance.</p> <p>Other Managers, Operation Managers, Area Managers, Regional Operations Manager, the management and special projects team – for mutual support, information exchange and sharing of good practice.</p> <p>Team Leaders and Clinical Lead– daily/weekly for issues relating to service delivery, guidance and support.</p> <p>Staff at all levels in the service.</p> <p>Growth team on re-tenders and new bids.</p>
	External contacts	<p>Regulatory bodies – service monitoring and review.</p> <p>Partners & agencies – service delivery.</p> <p>Contractors – as requested by the National Operations Manager in contract reviews, information exchange new business/service add on opportunities.</p>
	Planning horizon	<p>Be aware of TP's Business Strategy and the Mental Health and Learning Disabilities Strategy.</p> <p>Focus detailed planning on annual business plans and overseeing the daily/weekly planning of work relating to the service's caseload and meeting targets.</p>
	Problems solved	<p>Ensuring effective staffing and quality delivery within the service where there could be resource conflicts and shortages.</p> <p>Policy implementation and monitoring in accordance with guidelines clarified in discussion with line manager.</p> <p>Ensuring a culture is developed within the service in which all professional disciplines work collaboratively for the benefit of service users.</p> <p>Maintaining service finances at a time of increasing financial pressures and eroding margins.</p> <p>Ensuring decisions made personally and by those by service staff balance operational/technical and business considerations.</p>
	Financial authority	<p>Accountable for recommending, managing and achieving service budget.</p> <p>Budgetary sign off for service.</p>

PERSON SPECIFICATION

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. • 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 counselling and IAPT Services and the stepped care model including clinical governance and BABCP / BACP requirements. • Team management skills to lead and inspire a motivated and skilled team that consistently delivers or exceeds on its individual and service targets. • 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 operationalize locality based strategy to deliver business outcomes. 	<ul style="list-style-type: none"> • Management of clinical services

	<ul style="list-style-type: none"> • Able to prioritise activities and mobilise resources in order to achieve strategic outcomes. • Comprehensive financial skills that include budget setting, forecasting analysis and effective cost management experience. 	
Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> • At least five years' experience in health and social care with management experience. • Experience of delivering IAPT Services and / or working within a Primary Care Mental Health service. • Experience of change management. • 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. • Degree or equivalent 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 mental health sector and provide a high level of contribution. 	