

JOB DESCRIPTION

Job title	Digital & Partnership Manager
Service/Department	Operations
Sector/Function	Substance Misuse
Reports to (Job title)	Senior Operations Manager
Grade	4
Job purpose	<p>You will work as part of the senior management team supporting the development of recovery based treatment services that are truly connected to the community. This role will help to build a recovery infrastructure through 4 key areas:</p> <ol style="list-style-type: none"> 1. Development of partnerships across statutory and non-statutory agencies with the aim of supporting service delivery and building recovery post treatment. 2. Oversight of the digital elements of the service which primarily include the social media and Wellbeing Cloud elements, the MY TP digital treatment pathway and updating of SDAS website. 3. Delivery of outward facing training to partner agencies to support raising of awareness of the service, development of working relationships and delivery of low level/brief interventions to a wider audience. 4. Oversight and management of ABCD / Outreach Workers. <p>We have high levels of ambition for the recovery of our service users and you will be responsible for working with both service users and staff to develop innovative approaches that support the development of new approaches and supporting recovery within local communities.</p> <p>You will find and share existing good practice, as well as identifying where innovation is needed in order to develop and test new and cost effective approaches across the service.</p> <p>Taking a lead on local bids for project funds you will help secure additional income to support new and innovative ways of working. You will take a lead role in supporting the teams to improve and adapt to changing demands.</p> <p>You will promote and raise the profile of Turning Point through both traditional means (meetings, telephone calls and training) and through digital methods (social media & Wellbeing Cloud).</p>
Key accountabilities	<p>Ensure the effective development of partnerships and innovative digital approaches throughout the service that meet the needs of clients in accordance with the recovery agenda, through:</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

	<ul style="list-style-type: none"> • Collaborating with other stakeholders to ensure commissioner expectations, best practice and learning is captured, shared and used to inform service planning. • Working with teams to ensure partnerships are developed reflecting SM's strategic and business plans and contractual requirements. Reviewing and improving partnerships • Working closely with Operations to prioritise services and regularly re-appraise operational risks. To support the implementation and execution of service performance improvement plans with operational managers utilising best practice models and guidance • To act as an 'internal consultant' taking a supportive role when developing new approaches and innovation • To support the service in developing and understanding digital treatment options for service users • To ensure the service is broadly promoted through social media and both Facebook and Twitter feeds are monitored and updated appropriately and within Turning Point policy
	Achieve 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 to your line Manager.
	Contribute to SM's growth and business development plans by managing and, where necessary, transforming 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.
	<p>Contribute to Turning Point's information management strategy by:-</p> <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.
	<p>Ensure the Service delivers high levels of performance through its people in a way that realises their potential, by:-</p> <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 staff so that their professional development and performance meet regulatory requirements and best practice principles within the delivery of contractual commitments.
	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.
	<p>Project the desired image of Turning Point by:-</p> <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 • Ensuring Turning Point is projected appropriately through social media and other online forums
	Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.

Dimensions	No. of direct reports	1 – 7
	Total staff overseen	10 – 30
	Internal contacts	<p>Central support specialists – collaborative working, support & guidance.</p> <p>Other Locality Managers, Operations Managers, Senior Operations Manager, the management and special projects team – for mutual support, information exchange and sharing of good practice.</p> <p>Senior Recovery workers and wider management team – daily/weekly for issues relating to service delivery, guidance and support.</p>

		Staff at all levels in the service.
	External contacts	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) – Regulatory bodies – service monitoring and review. PHE – policy leads Police & Crime Commissioners Specialist & policy leads, Alcohol Concern, Alcohol Learning Resource etc
	Planning timescales	Maintain an awareness of TP's 5 year Business Strategy. Provide input via the Director of Operations to create the sector strategy and 1 year business plan. Focus detailed planning on service plans and delivery.
	Nature of problems solved	Improving and developing effective partnerships with a wide range of stakeholders 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. Improving service performance
	Financial authority limits	Working within TP Financial policies and procedures.

PERSON SPECIFICATION

Job title	Digital & Partnership Manager
------------------	-------------------------------

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. • Able to develop partnership working across a range of stakeholders • Team management skills to lead and inspire a motivated and skilled team that 	<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 • Registered Mental Health

	<p>consistently delivers or exceeds on its 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. 	Nurse
--	--	-------

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. 	