

JOB DESCRIPTION
(To be read in conjunction with Person Specification)

Service Manager – NHS HUB services

LOCATION:	Leeds
SALARY:	NJC 30
ACCOUNTABLE TO:	Operational Manager (OM)
RESPONSIBLE FOR:	NHS HUB SERVICE

ORGANISATIONAL EXPECTATIONS:

Community Links aims to provide a high-quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Community Links is an ambitious, forward-thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Community Links at all times.

OUTLINE OF POST:

The post holder has overall leadership responsibility for the effective operational running of our NHS HUB services.

They will represent the services at strategic level, working in partnership with commissioners and partners to ensure our services are integrated in city-wide pathways.

Of principal importance will be the delivery of high-quality services & compliance with contractual obligations across all of the NHS HUB services – Accommodation Gateway, the Rehab & Recovery Team, Connect Peer Support Workers & PD Services, including Housing & Resettlement specific roles in the Personal Disorder Clinical Network, Regional Pathway Development Service & Journey (Offender pathway).

Essential to this will be maintaining effective links with Leeds York Partnership Foundation Trust, Community Mental Health Teams, Adult Social Care and other agencies within the city.

The post holder will be responsible for the audit and ongoing monitoring of quality standards, and produce reports as required, for example, quarterly commissioning reports.

The post holder will lead & support the teams offering management support & supervision in line with Community Links/Inspire North policy & procedures.

MAIN TASKS:

1. Provide strong and inspirational leadership, direction and support to the Team Leaders responsible for the day-to-day delivery of the services to ensure effective, creative and responsive services.
2. Provide direct line management to Team Leaders and ensure their teams are well recruited, managed (including management of performance issues), motivated, developed, supervised, and appraised.
3. Contribute to the development, implementation, evaluation and review of the service policy and procedures and ensure the teamwork in accordance with them.
4. Develop and maintain good relationships with commissioners and produce quarterly and annual monitoring information.
5. Responsible for services meeting contractual and delivery targets on time and on budget.
6. Ensure the Team Leaders develop and maintain purposeful, proactive, positive and effective teamwork which is consistent across all services.
7. Drive a consistent culture promoting solution focussed integrated services. Championing and maintenance of a positive culture, ensuring the organisation's vision, culture, values, and behaviours are embedded in the workplace.
8. Develop a comprehensive annual service plan that meets the needs of our clients and ensures continual improvement.
9. Liaise closely & help manage the relationship with Leeds & York Partnership Foundation Trust (LYPFT) to ensure our services have positive partnerships.
10. Ensure the service complies with relevant quality frameworks and achieves its key performance indicators (KPIs).
11. To provide leadership to staff and ensure appropriate delegation of responsibility.
12. Take responsibility for the development, implementation, evaluation and review of service policy and procedures and to work in accordance with all Community Links policies and procedures.
13. Evaluate performance against contract requirements and service provision regularly and take proactive action where needed to ensure successful delivery of contracted outcomes and continuous improvement.

14. Manage the auditing, collation and analysis of information to provide regular reports as required.
15. To have an active leadership role in the wider Inspire North Group, by participating in Leadership forums/groups/events.
16. Ensure legal compliance, the practical application and fulfilment of all statutory requirements and keep abreast of developments relating to health & social care, in particular around Safeguarding policy and ensure Team Leaders are informed of changes.
17. Ensure Team Leaders and services are adhering to all Health & Safety requirements.
18. Ensure financial measures and controls are in place in order that services are operating within agreed budgets.
19. Work with the Op's Manager to identify any gaps in provision and in developing and implementing a strategy to maintain existing contracts and win new ones.
20. Develop a comprehensive annual service plan that meets the needs of our clients and ensures continual improvement.
21. To represent Community Links to external stakeholders, including the Local Authority, CCG etc. as directed.
22. Actively promote Diversity and Inclusion within day to day working and implementation of Community Links Policies and Procedures.
23. Demonstrate a strong commitment to the principles and practice of equality, diversity and inclusion.
24. To identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
25. To partake in Community Links Personal Development Review system.
26. Ensure that the services are inclusive and promote a culture of openness and transparency, and where everyone matters.
27. Work with Information Governance lead Caldecott Guardian etc. to ensure systems and processes are GDPR compliant and in line with the IG toolkit.
28. Support the Inspire North Group in the completions of Data Protection Impact Assessments (DPIA's) to support the ongoing culture of GDPR compliance.

29. To provide Out of Hours Duty Manager on call cover, when necessary, via Duty Manager Rota.

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which Community Links operates.

Please note this job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible approach to the tasks, which may be varied from time-to-time following discussion with line management. Any variations will be subject to the operational requirements and will be in keeping with the general profile of the post.

Person Specification
Service Manager – NHS HUB services

The person specification should be read in conjunctions with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role.

Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate a commitment and enthusiasm for working with our client group	✓		A, I
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A,I,E
Demonstrate a commitment to enabling and empowering clients to become actively involved in Community Links	✓		A,I,E
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A,I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Knowledge & Skills	Essential	Desirable	
Excellent verbal, written and numeracy skills and be able to prepare formal reports including for commissioners, board and investigations	✓		A, I
Good technical literacy of Microsoft Applications e.g. Word, Excel, and Access etc.	✓		A
Demonstrate the ability to undertake work with high degree of accuracy and strong attention to detail	✓		A, E
Ability to develop and implement systems for the delivery of service and monitoring performance	✓		A, I
Ability to problem solve	✓		A, I, E

Ability to lead, motivate and support staff to maintain and improve their practice	✓		A, I
Ability to build and maintain strategic relationships with a wide range of partners	✓		A, I
Ability to effectively manage change	✓		A, I
Ability to organise self, meet deadlines & work on own initiative	✓		A, I
The ability to motivate, negotiate and develop effective working relationships with both internal and external contacts and Partnerships	✓		A, I
A sound knowledge base regarding different approaches to mental health & personality disorder, & their effectiveness	✓		A, I, E
Understanding of contract management and negotiation	✓		A, I
Relevant professional, managerial or leadership qualification or willingness to work towards	✓		A
Have access to a car for work purposes and hold a full current UK driving licence	✓		A
Language skills e.g. Urdu, Polish, BSL, etc		✓	A
Experience	Essential	Desirable	
Experience of working with the CPA system and interagency working	✓		A, I, E
Good track record of supervising team leaders and managers	✓		A, I
Experience of effectively managing budgets	✓		A, I, E
Experience of managing multiple services	✓		A, I
Experience of management of complex stakeholder relationships	✓		A, I
Substantial work experience in the field of mental health	✓		A
Experience of working with Dual Diagnosis	✓		A
Experience of working with client management systems i.e., CMS, RIO, PARIS etc		✓	A

