



Job Specification for Service Manager Level 1

JOB PURPOSE: To manage the delivery of consistent and high-quality services ensuring their continuing relevance to all stakeholders and to explore and develop business growth opportunities

KEY ACCOUNTABILITIES/TASKS:

Service Delivery

- Maintain the continuing relevance of services to individuals' needs and purchaser requirements by ongoing planning, monitoring and evaluation.
- Where a need or an opportunity is identified, assist in the development of new services
- Maximise stakeholder involvement in service and business planning
- Ensure that equality of opportunity is reflected in all aspects of service delivery

Quality Assurance

- Ensure agreed standards of service delivery in compliance with relevant legislation, National Care Standards and purchaser requirements.
- Develop, promote and monitor quality assurance systems appropriate to the needs of the individual/Service and organisational requirements
- Ensure compliance with the Scottish Social Services Council Code of Practice.
- Ensure that stakeholder processes are managed

Staff Management

- Be responsible for and ensure the appropriate support, supervision and appraisal of staff.
- Develop, monitor and evaluate staff communication and support systems.
- Develop, monitor and implement supervision and appraisal systems for staff.
- Ensure that all Turning Point Scotland policies and procedures are adhered to.
- Recruit, develop and ensure the provision of relevant induction for staff and continuing learning opportunities

Financial Management/Administration

- Ensure that records are kept up-to-date and take account of relevant legislation and individuals requirements.
- Ensure that service records are audited to ensure compliance with organisational requirements
- Maintain the economic viability of the Service by operating within agreed budgetary requirements.
- Record information in line with the organisation's Confidentiality Policy and the Data Protection Act.
- Monitor, develop and review financial systems that take account of organisational, individual and legislative requirements
- Assist in the development and negotiation of service budgets

Health & Safety and Property Management

- Ensure a healthy and safe environment by implementing and monitoring systems that take account of relevant legislation and organisational policies and procedures.
- Develop and monitor all domestic, maintenance, medication and recording systems in line with organisational policy.
- Monitor, review and ensure implementation of risk assessment and management strategies within the service.

Learning and Development

- Maintain, promote and ensure within the service an awareness of current developments in practice and legislation.
- Participate in relevant internal and external training, identify own, individual and team training and development needs.
- Ensure that staff receive appropriate training to meet individuals and service needs.
- Actively participate in and be committed to the supervision and appraisal processes in line with organisational policy.
- Maintain own recognised and required qualifications.

Communications

- Promote the aims of the Service and Turning Point Scotland.
- Represent Turning Point Scotland at local level and build positive links with all relevant stakeholders.
- Develop and maintain effective communication systems between all stakeholders.

Other Requirements

- Organise your working time to maximise the efficiency of the Service.
- Undertake on-call, overnight, weekend and rota-working as required.
- Undertake any other tasks as may be reasonably requested.
- Undertake registration with the SSSC within the timescale required, where relevant, and maintain this.

Essential Criteria

EDUCATION & QUALIFICATIONS

Mandatory - Practice: Social Service and Health Care at level 9 (SCQF) or other speciality/qualification recognised by the SSSC for registration purposes

EXPERIENCE

- Post qualifying experience.
- Experience of staff and service management.
- Experience and knowledge of Person Centred Practice.
- Evidence of working with individuals who challenge service and societal norms.
- An awareness of current developments in practice, service delivery context and legislation.

ATTITUDES AND VALUES

- Understanding of equal opportunities, challenging oppressive practices and valuing diversity in relation to all aspects of service delivery.
- Commitment to both the local service provision and the aims and structure of Turning Point Scotland as the corporate employer and building positive relationships and communications between the service and the organisation.

SKILLS AND KNOWLEDGE

- A sound knowledge of and skills for effective staff management and development.
- Demonstrable expertise and knowledge of your practice area/specialism.
- Ability to communicate clearly and effectively in a range of internal and external settings.
- Ability to work in partnership with a range of stakeholders.
- Ability to monitor and evaluate services to ensure quality assurance and service improvement.
- Effective change management skills.
- Ability to manage conflict constructively.

OTHER REQUIREMENTS OF THE POST

- Ability to work shifts and be available to staff and other out with set hours.
- Must be committed to CPD, learning, reflective practice and supervision
- Ability to manage a budget and resources.

It is a requirement of this post that you undertake a PVG Scheme Record application

Desirable Criteria**EDUCATION & QUALIFICATIONS**

- Desirable - Management: SVQ 4 in Care Services and Leadership and Management at level 10 (SCQF) or other equivalent recognised by the SSSC for this purpose and if not already registered, to register with the SSSC within the timescale required, where relevant.