

Job Description & Person Specification

Job Title: Service Manager

Service: Operations

Reports to: Head of Service and Support

Direct Reports: Frontline Care and Support Staff

About The Role

The Service Manager (SM) is responsible for leading their service(s) to deliver high quality, trauma-informed services to residents and participants, with a focus on recovery, rehabilitation, and ensuring a psychologically informed environment (PIE) to support move on to independent living in the community. They will be responsible for ensuring the highest standards of service quality, performance, and improvement across their service(s) through excellent leadership and embodiment of Social Interest Group's values.

A Service Manager ensures full contract and regulatory compliance and manages the implementation and delivery of service monitoring and development. The Service Manager will work in accordance with Social Interest Group policies, procedures, and commissioner specifications to provide a flexible and responsive service underpinned by SIG's theory of change.

About the Post Holder

The post holder will be driven to provide high quality, effective and person-centred support to staff, colleagues, residents, and participants. They will thrive when working as part of a team, be an effective communicator, and able to build long-term purposeful relationships with people from different backgrounds, respecting and embracing equality, diversity, and inclusion. They will embrace SIG's values and represent these in everything they do.

The post holder will be confident in leading and motivating their team, leading by example. They will be proactive and adaptable, with the ability to use their own initiative with day-to-day matters, following the relevant policies, procedures, and legislative requirements always. They will be compassionate, supportive, and empowering to others, comfortable working in a fast-paced and constantly changing environment.

Key Responsibilities

LINE MANAGEMENT/LEADERSHIP

- Provide high quality support, leadership, and line management to staff, offering guidance, support, and advice to the team to support them to perform to the best of their abilities.
- Facilitate the team in identifying solutions to challenges presented in relation to all elements of service delivery.
- Provide leadership to employees throughout the employee life cycle. This includes but is not limited to; Recruitment, onboarding, inductions, probation reviews, support and supervision, employee relations, performance, learning and development, staff wellbeing and support, grievances, sickness, disciplinarys, retention and other areas which fall within the employee lifecycle.
- Hold regular, high quality one to ones and team meetings, support effective teamwork and communication. Facilitate a culture where constructive challenge is welcomed, and conflict is managed supportively in line with relevant policies and procedures.
- Proactively embed a culture of learning, development, reflection, and evaluation in a psychologically informed environment.
- Build and manage effective relationships across the organisation and ensure consistent communication, whilst upholding SIG's values, policies, and procedures. Work collaboratively with internal and external stakeholders to drive ongoing improvement to the service in line with best practice.
- Delegate tasks, responsibilities, and caseloads across the team, always ensuring adequate staffing levels.

SERVICE DELIVERY

- Manage the overall day-to-day operational delivery of the service and work directly with colleagues, residents, participants, and other stakeholders to provide a high-quality, holistic service which meets the presenting needs of all relevant stakeholders.
- Ensure service responsibilities and requirements are carried out effectively. This includes but is not limited to; welfare checks, risk assessments, support sessions, safeguarding checks, training and development, and other responsibilities required for effective service delivery.
- In line with SIG's Theory of Change, coach and support the team to carry out strengths-based assessments of need and risk and deliver holistic support and risk management plans, enabling residents and participants to achieve their aspirations and keep themselves safe.
- Work proactively to ensure the service and team meet and exceed Key Performance Indicators, and work in line with professional codes of conduct.
- Manage the facilitation of continuous improvement in an environment where residents and participants are shown care, supported, and have access to resources they need to achieve positive and sustainable outcomes.

- Empower residents and participants to make decisions to take control over their lives, by creating an enabling environment.
- Be part of the operational on-call Rota for providing out-of-hours support across the operations directorate.
- Be an active team member, support your team with any additional tasks which could include but is not limited to frontline care and support activities as needed.
- Work collaboratively and build effective and collaborative relationships with internal and external stakeholders, make referrals where necessary and ensure effective referral pathways and support is in place.

RISK MANAGEMENT, INFORMATION MANAGEMENT AND CASE RECORDING

- Follow the relevant risk assessment and management procedures, share any relevant information with partner agencies as appropriate.
- Ensure all case recording, and information is accurately recorded in a timely manner, ensuring electronic records are protected in line with GDPR, and kept up to date and written to a high standard.
- Champion, and act as a point of reference for safeguarding concerns within the service(s). Ensure all staff attend relevant safeguarding and training and use knowledge to coach and advise the team.

PROPERTY AND HOUSING MANAGEMENT

- Create and manage a welcoming, psychologically informed home environment for residents and participants, ensuring a continuous focus on safety, health, and wellbeing.
- Ensure the accommodation in which residents live is clean and maintained to a high standard, in line with SIG's property standards and meets all legal and statutory health and fire safety requirements to operate safely, effectively, and efficiently.
- Ensure all repairs and maintenance issues are correctly reported and managed through to completion.
- Ensure a provision of a high-quality housing management service to residents, this includes but is not limited to; ensuring tenancy agreements are followed, rent collections, voids, the management of nuisance and anti-social behaviour and support with circumstances where residents struggle to pay bills by signposting them to external resources.
- Demonstrate a robust approach to managing the locality and any community risks associated with SIG-owned or managed properties.

FINANCIAL MANAGEMENT

- Manage the service's budget and review monthly management accounts; manage set budgets effectively and ensure resources are maximised.
- Always adhere to financial procedures; promote effective cost control mechanisms and other financial activities.
- Maintain financial management within the service, including but not limited to, invoice management, arrears management, management of petty cash, and expense claims.



Penrose

Equinox

Pathways to
Independence

SIG Housing Trust

Safe Ground

OTHER RESPONSIBILITIES

- Contract Management and Internal Auditing; Ensure due diligence is carried out and records are well maintained.
- Administration duties will vary, including operating online systems and ensuring correct processes are followed alongside GDPR and confidentiality.
- Other duties may include but are not limited to, maintaining clean and tidy environments, removing rubbish, ordering supplies, arranging in house events and activities and other general on-site duties.

SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.
- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as they are within the capacity and level of the position.

Person Specification

Qualification and Experience:	Rating
Understanding and/or experience of working with people of complex backgrounds, ex-offenders, mental health, substance misuse, challenging behaviours	Essential
Experience of working with and engaging with diverse groups of people from varying backgrounds	Essential
Previous experience in people management and development	Essential
Skills and Abilities	
IT Proficiency, including Microsoft Office, and the ability to navigate and learn new case management systems and other types of organisational software	Essential
Understanding and/or practical knowledge of the social and societal marginalisation that can be attached to people with mental health issues, addiction, exploitation, homelessness and within the criminal justice system	Essential
Ability to promote the service and provide outreach-based provision, with an ability to liaise and work effectively in partnership with stakeholders	Essential
Ability to follow organisational policies and process in line with external governance	Essential
Understanding of Housing Management, including voids and evictions	Essential
Understanding, knowledge, and/or practical application of key legislation – Equity, Diversity, and Inclusion, Mental Health, Criminal Justice, Social Care, and Housing, and Health, Safety and Environment	Desirable
Personal Characteristics	
Excellent interpersonal skills, both written and oral. Ability to form and build effective relationships and rapport with others	Essential
Ability to influence and negotiate positive outcomes with others	Essential
Proactive in making decisions to deal with challenges and providing a solution focused approach using initiative	Essential
Ability to work with confidential information, maintain accurate records and write accurate reports	Essential
Cultural awareness, Self-awareness, and ability to identify personal growth areas and take feedback	Essential
Sensitivity and empathy to others, and ability to deal with individual circumstances with professionalism	Essential
Trauma-informed, non-judgmental approach to overcome barriers and achieve goals with self and others	Essential