

## Job Specification

<b>Job Title:</b> Service Manager Mental Health
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<b>Grade:</b> G15	<b>Job Evaluation Code:</b>
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<b>Reporting to:</b> Service Director Adult Social Care (Mental Health and Learning Disabilities)	<b>Manager's Grade:</b> Service Director
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<b>Location:</b> Wakefield District
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<b>Service Area:</b> Adult Social Care	<b>Service Directorate:</b> Adults, Health and Communities
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<b>Workstyle:</b> Workplace Based
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### Overall Purpose of the Post:

To support the Service Director in strategic partnership and service transformation ensuring that strategic plans are outcome focussed, have a clear line of sight to Council and District Wide strategy and based on needs analysis, national and local policy drivers, outcome of inspections and self-assessment and the views of Adults within the community.

To ensure robust strategic governance framework and operating arrangements are in place and followed to support the Directorate in fulfilling statutory and regulatory duties.

To provide high quality adult social care for older people and adults within national and local policy guidelines. Assessing and meeting the care needs of adult citizens in the Wakefield District.

To provide guidance and advice on matters relating to vulnerable adults within the Wakefield District.

To work in partnership with the voluntary and independent care sector working with adults locally to deliver effective services.

To support the Service Director in delivering continuous improvement and delivery of excellent quality services.

To determine the appropriate allocation of staff and resources across the teams and services within the specific area of responsibility.

To work with other Service Managers within the service to determine staff allocation across the services to meet demand.

Requirements for the post.		
	Essential	Desirable
<b>Qualifications/ Training</b>	<p><b>Educated to degree level or equivalent qualification in a relevant field, plus post qualifying experience. Or significant Senior management experience.</b></p> <p><b>Continuing professional development in a relevant field.</b></p> <p><b>Working towards the attainment of a management qualification.</b></p>	
<b>Knowledge</b>	<p><b>Extensive knowledge of the statutory requirements for adult health and social care services including the Care Act.</b></p> <p><b>Extensive knowledge of the key areas and challenges facing Local Government and the NHS in the context of securing service delivery and continuous improvement with specific specialist knowledge of the integration of commissioning functions between one or more agencies.</b></p> <p><b>Excellent understanding of the current and future development of national policy and impact at a sub-regional, regional and local level to drive service improvement including CQC requirements.</b></p> <p><b>Excellent understanding of partnership working.</b></p> <p><b>Extensive knowledge of policy and practice in at least one of the Service Areas and knowledge of the main trends in the specific Service Area overall.</b></p>	<b>Knowledge of the integrated care agenda.</b>
<b>Experience</b>	<p><b>Ability to lead an agenda across a number of different agencies.</b></p> <p><b>Ability to influence high level-multi agency partnerships.</b></p>	

	<p><b>Proven ability to provide visible and supportive leadership to motivate and develop high performing people and teams.</b></p> <p><b>Proven ability to manage in a time critical, efficiency driven environment.</b></p> <p><b>A strong networker with the ability to influence and persuade others both internally and externally.</b></p> <p><b>Strong business planning and management skills, including planning competing priorities and resources.</b></p> <p><b>Ability to plan and structure work to achieve objectives within financial constraints and timescales.</b></p> <p><b>Ability to make timely decisions within a risk management framework.</b></p> <p><b>An excellent understanding and demonstrable experience of co-productive approaches to service design and delivery working with service users, patients, providers and the public.</b></p>	
<b>Physical Skills</b>	<b>IT competency required.</b>	
<b>Competencies and other skills required</b>	<p><b>Ability to communicate complex information both orally and in writing in a clear, articulate, balanced and succinct way.</b></p> <p><b>A commitment to respond to service user and partnership needs and proactively manage expectations.</b></p> <p><b>Ability to advocate and present complex issues to a range of stakeholders.</b></p> <p><b>Recognise and promote the importance of continuous improvement.</b></p>	

	<p><b>Proven track record of strategic policy development and implementation.</b></p> <p><b>Proven ability to problem solve and manage complex issues.</b></p> <p><b>Successful track record of consistent achievement as a manager within a larger and complex environment.</b></p> <p><b>Experience of working effectively in a political environment and with external inspectorates such as Audit Commission, Ofsted, CQC, etc.</b></p> <p><b>Presentation of reports to high level multi-agency partnership boards. For example, the Connecting Care Executive.</b></p>	
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## Key Outcomes/ Activities

### SPECIFIC

1. Leading, influencing and shaping Adult Social Care operational response to national guidance and legislation for Mental Health, Mental Capacity (including LPS) and Strategic Safeguarding
2. Leading and delivering on high quality standards and performance, having regard to national, regional corporate and local priorities and targets for Mental Health (including Dementia)
3. To act as strategic lead for Mental Health and operational liaison with South West Yorkshire Partnership NHS Foundation Trust.
4. To deliver services that are tailored to meet the requirements of citizens
5. To develop flexible services that will enable service users to choose the services that they want.
6. To ensure that all services are of a high standard and self-sustaining through effective performance management.
7. To effectively respond to CQC Quality Standards and requirements
8. To ensure that people have access, information and advice to make good decisions about their care and support, however it is funded.
9. Leading collaborative working across directorates and organisational boundaries to implement changes to ensure effective and innovative services, including place based working, and across SWYFT boundaries.
10. To act as strategic and partnership, lead for Forensic social work and Prisons for Adult Social Care

### GENERIC

1. To support the Corporate Director Adults, Health and Communities, Director of Public Health and the Service Directors in driving change both to the service and culture within the organisation.
2. To utilise appropriate information and communication technology to ensure the provision of prompt and efficient services and information to service users, partner agencies and other stakeholders and maintain accurate and complete records.
3. To develop a business plan for the service area.
4. To manage allocated budgets and manage, monitor and report delegated budgets.
5. To ensure the production of team and unit plans for individual service areas and to produce an overall service area plan in conjunction with relevant senior managers. Contributing to the Directorate's service plan and its implementation.
6. To manage particular projects and service developments within the service area.
7. To engage and liaise with local members when required by the Corporate Director in order to keep them informed in local service developments and the needs of the area.
8. Engage with trade union representatives, as and when required.
9. To create, maintain and enhance effective working relationships and communication with Senior Managers, staff and colleagues within other departments and organisations.
10. To ensure effective systems of supervision, appraisal and professional development are in place to support the development of staff and the achievement of team and personal objectives. The postholder will be expected to participate fully in supervision and appraisal.
11. To provide leadership and performance management of staff, including recruitment and

selection.

12. To ensure that services offer equal opportunities to all service users and staff and that diversity within staff is encouraged and promoted.
13. To provide all health, safety and welfare issues and ensure staff are aware of and observe statutory and council requirements to achieve a safe working environment.
14. Any other duties required by the post and within the competencies of the post holder.

**The duties and responsibilities highlighted in this Job Specification are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.**

## **Responsibility for Resources**

### **Employees (Supervision):**

Responsible for leading teams in a flexible structure across Adult Social Care (see current structure for general responsibilities attached). Reporting directly to the Service Director of Adult Social Care (Mental Health and Learning Disabilities).

This may involve leading teams with staff not necessarily from within the attached structure, on specific projects involving cross-directorate / cross-organisational teams.

Line management responsibility for Safeguarding Business Manager, Mental Health and Mental Capacity Team Manager, Forensic Social Work Team Manager, Community Mental Health Team West Manager, Community Mental Health Team East Manager and Hazel Garth Elderly Persons Home. On a daily basis will have managerial responsibility for 8 direct line reports and approx. 110 indirect reports of staff working within the service.

This responsibility will:

Provide leadership to the people managed to initiate drive and cultural change to deliver customer focused services.

Display high degrees of self-motivation, commitment and time management.

Undertake communication in line with service requirements.

Ensure staff development and management support processes are undertaken

### **Financial:**

Accountable for gross budgets managed within own area of the service of approx. 3.5 million.

### **Physical:**

Ability to use IT equipment.

### **Customers and Clients:**

Managerial role with responsibility to develop and implement policy or strategies in relation to the well being of service users, large groups of people/customers.

Partnerships including Connecting Care

Represent the council at various partnership meetings.

### **Working Conditions:**

This post is office based.

### **Characteristics of the post:**

Employees are encouraged to participate in training activities in order to enhance their own personal development.

### **The employment checks are required:**

- Evidence of entitlement to work in the U.K.
- Evidence of essential qualifications – see page 1 of this job specification
- Two satisfactory references
- Confirmation of medical fitness for employment
- Registration with appropriate bodies (where applicable)

**The following employment checks are required for those positions which are based in a school or working with vulnerable young people and adults:**

**Evidence of a satisfactory safeguarding check e.g. DBS check at the relevant level**

**Date completed: JUNE 2020**



**Corporate Director  
Adults, Health &  
Communities**

**Service Director  
Adult Social Care  
(Mental Health and Learning  
Disabilities)**

**Service  
Manager  
Mental Health**

**Safeguarding  
Business Manager**

**Mental Health and  
Mental Capacity  
Team Manager**

**Forensic Social  
Work Team  
Manager**

**CMHT OP West**

**CMHT OP East**

**Hazel Garth EPH**