



Part of the Priory Group of Companies

Job Description

Job title	Service Manager	Job family	Craegmoor
Reporting to	Regional Manager	Job code	SS/014
Location	Various across division	Evaluation Date	28/02/2013

Main Purpose

To take overall responsibility for the successful running of the service, in line with the requirements of our regulatory bodies and company policies and procedures. To promote and ensure high standards of care and support for people who use our services. Managing the service as a financially profitable and viable business that has a future for the people who use our services.

Key Accountabilities

Quality

1. Ensure that staff are providing excellent standards of support to the people that use our service, in line with regulatory and internal quality standards.
2. Ensure that all person centred care plans are reviewed, evaluated and updated regularly.
3. Ensure that all staff have completed all mandatory training and any training specific to the service.
4. Ensure the service meets all legal and statutory requirements including, but not limited to, those related to fire regulations, health and safety at work, licensing, weights and measures, trading standards, employment, current legislation and that all appropriate statutory notices are displayed. Maintain an excellent standard of safeguarding practice and awareness throughout the service and staff team.
5. Ensure the service has a positive reputation and good relationships with all stakeholders, including people in the local community, families and friends of the people who use our service and potential purchasers.
6. Ensure excellent knowledge of current policies, procedures and governance affecting the service and the company.

Innovation

7. Strive to ensure best practice through internal auditing and self-monitoring.
8. Meet and exceed requirements for quality and performance through an agreed programme of constant improvement.

Value

9. Maintain a profitable service through monitoring of cost control, maintaining high occupancy levels, fee adjustments and effective budgeting.

10. Ensure that fees for people we support are individualised and agreed at an appropriate level with the funder.

Knowledge & Skills

Knowledge of current legislation and requirements, guidelines and best practice. Ability to effectively manage a team of multi-skilled staff. A working knowledge of all financial elements of running a successful business unit. NVQ Level 4 or equivalent qualification but, not essential.

Experience

A strong background of successful service management is essential, preferably with knowledge of new service commissioning, business development and leading excellence in care and support. A detailed knowledge of the statutory requirements associated with care and support for the people who use our services is essential. You should also be able to demonstrate a sound understanding of the key business activities associated with a care and support service.

Autonomy & Impact

Organises and prioritises work around the operational needs of the unit.

Intelligent Problem Solving

The role holder will occasionally need to apply creative thinking to business related problems.

Responsibility

Staff

Be able to demonstrate strong leadership ability in a key, demanding role.

Budgets & equipment

An understanding of budgets and accounts is essential.

Informatics

Takes ownership of, and responsibility for, all aspects of the service's business performance.

Communication & Interaction

The role holder must be able to adapt their approach to the target audience i.e. people we support, employees, commissioners, referrers, families, etc. Must be able to communicate effectively.

Working environment

The ability to work in a corporate culture.

Special Features

Some people may require Positive Behaviour Support.

Upholding Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	3	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements <hr/> <ul style="list-style-type: none"> ✓ Double checks accuracy of own and work of others ✓ Carefully monitors and checks the accuracy and quality of others' work ✓ Values the input and expertise of colleagues ✓ Keeps clear, detailed records and files <hr/> <ul style="list-style-type: none"> ✓ Introduces new systems and processes to improve quality ✓ Highlights shortcomings in processes, investigating unusual behaviour and identifying underlying causes ✓ Introduces performance standards and relevant KPIs to improve the quality of processes and outputs ✓ Tests out hypotheses using modelling techniques to make predictions and forecasts ✓ Develops broad plans to take into account risks, conflicts, resources as well as timescales
Innovation - Being forward thinking and thought leaders	3	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service <hr/> <ul style="list-style-type: none"> ✓ Proposes new services to regional management, taking into account the local needs of the area ✓ Assists and supports regional management with developing and implementing these new services <hr/> <ul style="list-style-type: none"> ✓ Puts forward ideas and contributes towards the development of new services at a local and regional level ✓ Proposes new services to regional management, presenting concise and well thought out proposals which are feasible and financially attractive ✓ Takes calculated risks knowing the potential pitfalls and benefits involved ✓ Leads on implementation of these proposals within own unit, sharing best practice across other units within the region
Value - Due to transparency and flexibility	3	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services <hr/> <ul style="list-style-type: none"> ✓ Regularly reviews services and price points adjusting where appropriate ✓ Adjusts prices in line with demand for services <hr/> <ul style="list-style-type: none"> ✓ Reviews and evaluates price points for services in relation to group wide context ✓ Questions and investigates to 'uncover' the real needs of the customer/clients ✓ Removes barriers to effective customer service ✓ Pre-empts and plans for changes in demand for services