

JOB DESCRIPTION

JOB TITLE	Senior Service Manager – Health & Wellbeing
BUSINESS AREA	Employability, Health & Wellbeing
PORTFOLIO	Hampshire 24/7 Surrey Young Person's Substance Use Service Merton Risk & Resilience Service Bespoke Counselling Service The Hive Suffolk Positive Futures
LOCATION	Home Based
SALARY BAND	Expert Leader - £50,000pa
HOURS & CONDITIONS	Catch22 Standard – 37 hours full time
RECORDS CHECK (DBS LEVEL)	Enhanced Child & Adult Check

WHAT WE ARE LOOKING FOR

As Senior Service Manager – Health & Wellbeing, you will provide operational leadership across a portfolio of children and young people's health and wellbeing services, ensuring safe, high-quality, financially sustainable and impactful delivery.

Reporting to an Assistant Director, you will line manage service managers and senior leads, maintaining clear oversight of performance, quality, safeguarding, compliance, finance and people management across services.

You will support the delivery of Catch22's strategic priorities by translating direction from the Assistant Director into clear operational plans, delivery routines and improvement activity that strengthen outcomes for children, young people and families.

The role requires strong operational grip, confident people leadership and the ability to work with commissioners, partners and internal colleagues to maintain quality, respond to emerging risks and support service development.



You will bring relevant experience in children and young people's services, including substance use, emotional health, risk and resilience, prevention, early help or wider health and wellbeing provision.

Your focus will be on enabling consistent practice, effective contract delivery, strong partnership working and continuous improvement across a varied health and wellbeing portfolio.

WHAT YOU WILL DO

Children and young people's health and wellbeing services provide targeted support to young people and families experiencing a range of needs, including substance use, emotional health, risk and resilience, vulnerability, prevention and early intervention. Services may include community-based, school-based, outreach and partnership delivery models.

This role is expected to hold the following portfolio:

- Hampshire 24/7 Substance Use Service
- Surrey Young People's Substance Use Service
- Merton Risk & Resilience Service
- The Hive
- Suffolk Positive Futures
- Bespoke Counselling in schools service

The portfolio may vary in line with commissioning outcomes and organisational need.

Key duties: What you are accountable for:

Delivery

- Provide operational leadership across a portfolio of children and young people's health and wellbeing services, ensuring safe, high-quality and consistent delivery within delegated authority.
- Line manage service managers and senior leads, setting clear expectations, providing supervision and ensuring effective delivery plans are in place.
- Translate hub priorities, organisational strategy and commissioning requirements into practical operational plans, routines and improvement activity.



- Monitor delivery closely, taking early action where performance, quality or compliance risks emerge.
- Ensure services meet contractual requirements, safeguarding expectations, health and safety standards and relevant service-specific practice requirements.
- Use operational insight to identify emerging pressures, dependencies and opportunities, escalating issues early with clear analysis and recommendations where wider decisions are needed.

Performance, Impact and Continuous Improvement

- Ensure services achieve agreed outcomes, KPIs, quality standards and contractual commitments.
- Maintain effective performance management systems to track delivery, impact, quality, risk and improvement across the portfolio.
- Use data, assurance findings, learning from pilots and service user feedback to improve practice, strengthen consistency and increase impact.
- Drive a culture of continuous improvement, ensuring learning is embedded and translated into changes in delivery, practice and performance.
- Ensure services demonstrate clear impact, value for money and credibility with commissioners, partners and stakeholders.

People Leadership

- Lead, coach and support service managers and senior staff, building confidence, capability and accountability across teams.
- Create a values-led culture in which people understand priorities, own results and work collaboratively as one Catch22.
- Address underperformance fairly and promptly, strengthening capability through effective support, feedback and development.
- Promote wellbeing, inclusion and engagement, role-modelling the culture and behaviours expected across the organisation.

System leadership, partnerships and integrated pathways

- Communicate with clarity and authority across teams, peers, senior leaders and external stakeholders, tailoring messages to the audience and context.



- Build trusted relationships with commissioners, partners and stakeholders that strengthen delivery, support integrated pathways and improve outcomes for children, young people and families.
- Use operational and sector insight to influence practice, inform decision-making and contribute to wider organisational priorities.
- Shape place-based and end-to-end models of support with partners, reducing fragmentation and improving service user journeys across systems.
- Represent Catch22 credibly and professionally, acting as a senior ambassador for the organisation internally and externally.

Governance, risk and assurance

- Maintain strong oversight of safeguarding, health and safety, contractual, statutory and service-specific governance requirements, ensuring services remain safe, compliant and well-governed.
- Ensure robust management of incidents, complaints, audit activity, assurance findings and service improvement actions across the portfolio.
- Identify, assess and manage operational risks, ensuring effective controls are in place and significant issues are escalated early with clear analysis and mitigation.
- Promote a culture of safety, accountability and transparency, ensuring concerns are surfaced and addressed early.

Innovation and digital transformation

- Lead service redesign and innovation across the portfolio, identifying opportunities to simplify pathways, improve outcomes and scale proven approaches.
- Develop more digitally enabled service models, using technology, data and emerging tools to improve access, consistency, quality, efficiency and decision-making.
- Champion digital confidence across managers and teams, embedding safe, ethical and effective use of digital tools and data.
- Work collaboratively with digital, quality, business development and operational colleagues to embed innovation into delivery plans, mobilisation and improvement activity.

Growth



- Support mission-aligned growth and service development across children and young people's health and wellbeing services, working with the Assistant Director and Business Development colleagues.
- Identify and progress opportunities for service expansion, new partnerships and sustainable delivery models.
- Build and maintain strong relationships with commissioners, funders and strategic partners to inform future service design.
- Work with Business Development and senior leaders to support tendering, mobilisation and contract growth.
- Use financial, operational and performance insight to support decision-making, budget management, service sustainability and growth planning.

KEY SUCCESS MEASURES

- Portfolio delivery remains on track, with agreed milestones, KPIs and contractual commitments achieved and recovery action agreed quickly where performance drifts.
- Services are safe, compliant and inspection-ready, with safeguarding, health and safety, statutory, contractual and service-specific requirements met and actions closed on time.
- Quality and assurance standards are consistently met, with audit findings, incidents, complaints and repeat issues reducing over time.
- Children, young people and families experience improved outcomes, with evidence of participation, learning and service user feedback shaping improvement activity.
- Performance, impact and improvement activity is evidence-led, reviewed routinely and translated into practical changes in delivery, practice and consistency.
- Services operate within budget or agreed tolerance, with credible forecasting, clear mitigation and financial insight informing decisions about sustainability and growth.
- Managers and senior leads are confident, capable and accountable, with supervision, development and performance management strengthening delivery over time.



- Ways of working are aligned across teams and locations, reducing unnecessary variation and improving reliability, quality and service user experience.
- Commissioners, partners and internal stakeholders have confidence in service delivery, with relationships supporting integrated pathways, problem-solving and future service development.
- Innovation and digital improvement are embedded into delivery plans, with measurable progress in service redesign, digital adoption, efficiency and evidence-led practice.
- Mission 2030 priorities are reflected in operational plans, portfolio priorities and improvement activity, with clear contribution to long-term mission outcomes.
- Mission-aligned growth opportunities are identified and progressed where there is evidence of demand, strategic fit, operational credibility, financial sustainability and impact potential.

WHERE THE ROLE FITS IN CATCH22

- You will report to the designated Assistant Director.
- You will be an active member of the relevant Senior Management Team and Mission Delivery groups, contributing to collective leadership and accountability for the delivery of Mission 2030 priorities and business targets.
- You will work closely with other Expert Leaders across the organisation to ensure service performance both informs and is informed by the strategic agenda, with learning and good practice shared to strengthen consistency, impact and system-wide delivery.

REPORTS TO	Assistant Director
LINE MANAGEMENT RESPONSIBILITY	Service Managers, senior leads and/or operational staff as required by portfolio
BUDGET RESPONSIBILITY	Delegated budget responsibility across assigned services



WE WILL NEED YOU TO HAVE THIS

SKILLS & QUALIFICATIONS	WHY WE NEED YOU TO HAVE THIS
Relevant professional qualification or equivalent experience in youth work, health and wellbeing, substance use, mental health, community services, social care or operational management.	To provide credible leadership across specialist services and make sound operational decisions that balance quality, safety, performance and sustainability.
Experience of managing or overseeing services for children, young people and families within health, wellbeing, substance use, emotional health, prevention, early help or related provision.	To ensure services are delivered safely, consistently and in line with the needs of children, young people, families, commissioners and partners.
Credible people manager who supports service managers, develops teams and addresses performance or practice concerns fairly and promptly.	To inspire, motivate and strengthen leadership capability across teams.
A visible champion of inclusion, equity and belonging, creating a positive culture where people feel respected, supported and able to do their best work	To align with Catch22's people-centric approach and its commitment to championing inclusion.



Data literate and digitally confident to lead modern services, make evidence-based decisions, and use technology to improve our mission delivery and decision-making.	To be able to lead through digital change and ensure technology is used effectively. To strengthen service models, improve access, support better decision-making and increase impact across the Safer Futures portfolio.
An innovation mindset, with experience of service redesign, scaling improvement and embedding learning into delivery.	To ensure services continuously improve, adapt to need and contribute to Mission 2030 priorities.
Strong stakeholder engagement and communication skills, with the ability to work collaboratively with commissioners, partners, schools, health colleagues, local authorities and internal support functions.	To maintain effective relationships, resolve delivery issues and strengthen joined-up pathways for children, young people and families.



EXPERIENCE & KNOWLEDGE	WHY WE NEED YOU TO HAVE THIS
Proven operational management experience, including oversight of service delivery, quality, safeguarding, performance and contract compliance.	To provide day-to-day operational grip and ensure services deliver agreed outcomes, remain safe and use resources effectively.
Experience of implementing service plans, performance routines and improvement actions across multiple teams or locations.	To translate strategic direction into practical delivery and ensure teams understand priorities, expectations and measures of success.
Experience of managing delegated budgets, monitoring financial performance and working with finance colleagues to maintain sustainable services.	To ensure resources are well managed, budgets are controlled effectively, and financial insight informs prioritisation, investment and growth decisions.
Experience leading through organisational change, mobilisation, turnaround or service redesign.	To support teams through change, maintain performance, scale effective approaches and reinforce Catch22 culture.
Understanding of organisational governance and keeping in line with health, safety	Ability to keep teams safe and services legally compliant. A clear understanding of levels of authority and escalation routes.



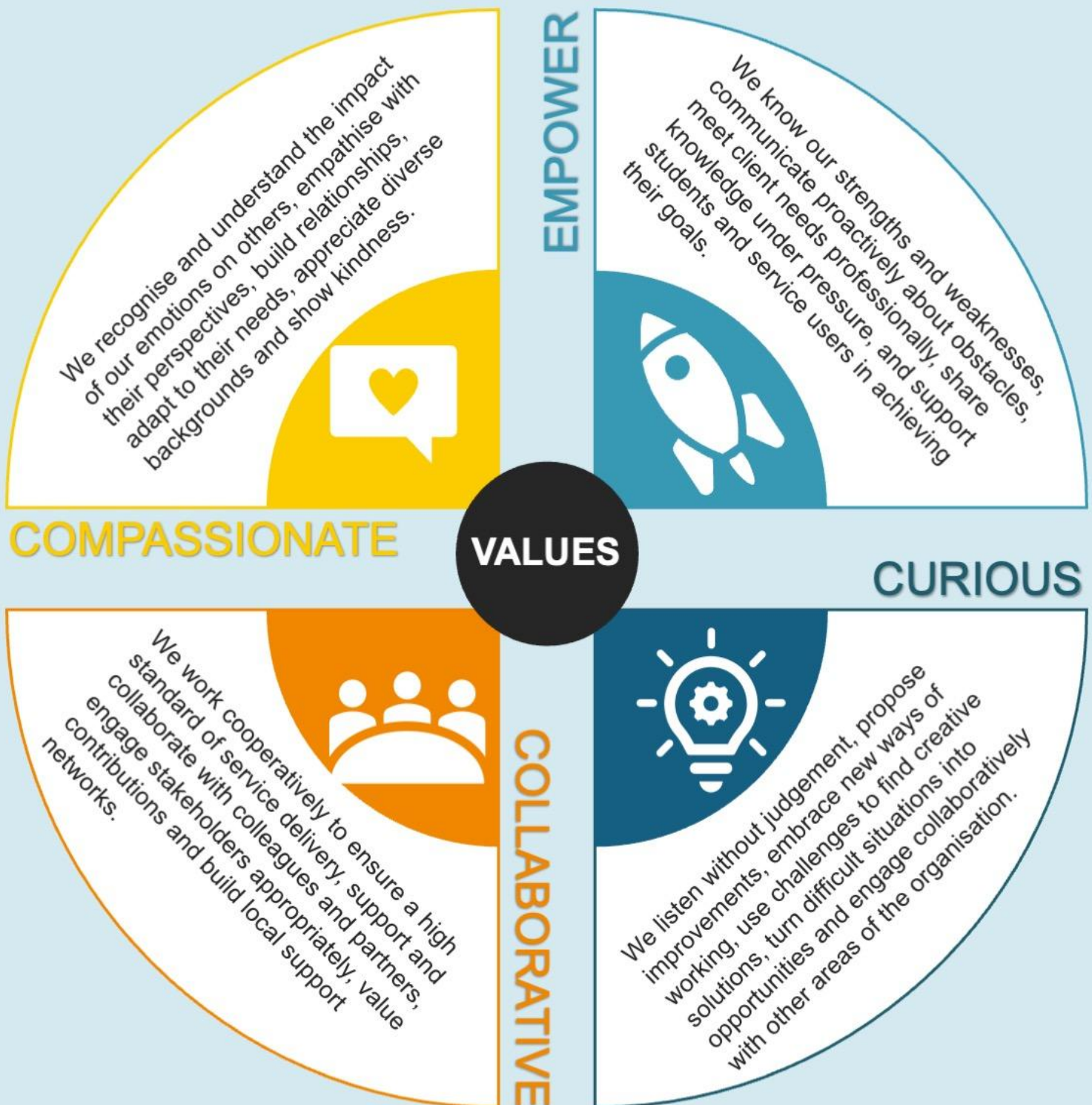
and effective management of risks.	
Knowledge of safeguarding, children and young people's service delivery, multi-agency working and relevant health and wellbeing practice issues.	To ensure services are safe, responsive, partnership-led and able to meet the needs of children, young people and families.
Experience working with commissioners, partners or system stakeholders to shape services, integrated pathways or place-based models.	To contribute to whole-system responses, reform priorities and joined-up models of support.
Willingness to travel across services/sites and ability to meet any role-specific requirements (e.g., enhanced DBS, driving licence) where applicable.	To meet the needs of the role.

If you think you could do the role, but don't have everything on this list, we would still love to see an application from you - particularly if you have lived experience. We ask everyone to provide a supporting statement detailing their experience and will shortlist the most qualified people for the role from this.



OUR BEHAVIOURS

Who we are at Catch22 is determined by 'The How' (our behaviours) and 'The What' (our capabilities and skills). Our Behaviour Framework ('The How') guides how we work, make decisions, and engage with others. It is important because it ensures our values are reflected in everything we do, helping us build trust, deliver consistently high-quality outcomes, and create a positive, inclusive workplace.



OUR VALUES

Our values are at the heart of everything we do. They were created by colleagues across Catch22 and guide how we work together to support others.



We're compassionate

We care about people, supporting them to move forward.



We empower others

We give people the knowledge, skills, and opportunities to thrive.



We're collaborative

We do things with people, not to them.



We're curious

We explore, innovate, and challenge to improve what we do.

ADDITIONAL INFORMATION

The post holder will be required to comply with all policies and procedures issued by Catch22.

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

This job description does not form part of the contract of employment.

