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| **Job Description and Personal Specification** | |
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| **Role:** | Senior Service Manager |
| **Place of work:** | Home based with expectation of national travel |
| **Hours of work:** | 37 hours per week |
| **Salary/Grade** | Zone 2 GI £34,234 - £46,317 |
| **Reports to:** | Assistant Director Young People and Families |
| **Level of screening:** | Expression of interest – possible interview |
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| Who we are | |

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'.](https://www.catch-22.org.uk/about/our-vision/)We achieve this in two ways. First we improve lives on the frontline through delivery of public services.

We achieve this in two ways. First we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

Our Young People & Families (YP&F) Hub delivers a wide range of integrated support services designed to help resolve complex difficulties experienced by young people and their families/carers.

Support is provided to people who find themselves in a range of circumstances; they may be missing from home or have emotional, housing or substance misuse issues. We also support families where parents/carers are experiencing domestic abuse, substance misuse, emotional issues, homelessness or unemployment. Whatever the situation, we work alongside young people and their carers to find a way of stabilising their lives.

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| Where you fit in | |
| The Senior Service Manager (SSM) provides oversight of a number of Catch22’s Substance Misuse services (currently Hampshire 24/7, Surrey YPSMS, Merton Risk and Resilience and Wandsworth YP Health) providing line management to ensure high quality delivery that improves outcomes for children and young people and be successful in seeking opportunities for further growth. The SSM will work with the YPF SMT and will take a lead role in implementing our YPF strategy in this area, including taking and making opportunities to grow our services, and supporting new service implementation as need requires.  The role can be home based, but time spent in each of the services alongside travel across the UK will be required in order to support delivery and growth of services across the Hub. The ideal candidate will have experience of delivering and managing similar services and the right mix of leadership, passion and energy, and an innovative nature. A proven track record in engaging with positive relationships with commissioners and securing new business is essential. The role will involve promoting, connecting and building services in order to impact the lives of vulnerable young people with complex needs. |
| Main Duties & Accountabilities | |

Duties and accountabilities are split into two core areas:

* Management and development of Substance Misuse service delivery, including direct management and coordination ensuring high performance that improves outcomes for children and young people
* Supporting implementation of the YPF growth strategy

Line management of service managers and operational oversight of service contracts.

Supporting the implementation of the YPF strategy, including making opportunities for organic and new growth. Work with Business Development and other business partners and engage Commissioners and other funders to develop our delivery models and to bid for services (organic growth and nationally).

Supporting the implementation of the Clinical Governance policy and responsible for ensuring relevant services adhere to this guidance.

Contribute to national stakeholder engagement plans and local, geographical influencer plans to promote our Substance Misuse offer and support growth.

Ensure that staff and volunteers within services are engaged with Catch22’s vision and strategic plan, are motivated and understand their role and contribution to the wider organisation.

Provide robust management and accountability for service budgets and in building budgets for new services working closely with Catch22’s finance business partner.

Monitor and ensure that contractual commitments are met and that service performance is maximised; acting promptly to respond to and resolve performance and compliance issues. A core component of the role will be to ensure the confidence of our Commissioners including by assuring the quality of delivery, through Brilliant Basics audit, review, observation and ongoing service development.

Ensure the provision of high quality reports for Catch22, commissioners and other strategic groups on the work of the services with clear evidence of quantitative and qualitative outputs – particularly signing off service commissioner reports / performance prior to external distribution.

Ensure that services operate effective multi-agency working processes, such as referral, assessment and review and to ensure a high quality standard of lead professional, meeting chairpersonship and co-ordination from workers.

Promote and support the participation of service users so that they are appropriately informed, consulted and involved in their own plans and the design and delivery of services.

Be responsible for ensuring that all service activity is safe for all involved, to include adherence to Catch22’s health and safety policies including safeguarding, accidents, incident and injury reporting, fire safety and risk assessment. Review audit activity within services and work to ensure a consistent approach across health and wellbeing services.

Undertake other duties as required to ensure the effective delivery of the services.

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| What does good look like for this role? |

All services achieve KPIs and margin expectation.

Commissioners and Service Users satisfaction rates are high.

Staff wellbeing is good.

BB Audits are good.

All internal and external reporting requirements are met.

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| Organisational Relationships |

A member of YPF Senior Management Team. You will work cross functionally with other corporate and operational departments including BD, Finance and Communications in order to ensure that Catch22 strategic direction core values and strategic objectives are achieved.

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| **Job Title: Person Specification** | | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | Professional qualification in a relevant discipline such as youth, community, substance misuse or management or demonstrable equivalent experience. | Management Qualification. | EOI / Interview |
| **KNOWLEDGE** | Knowledge and understanding of relevant current issues and research (including emerging trends within Substance Misuse and how best to respond to these and the children’s social care arena e.g. Early Help; MFH, CE; Mental Health) |  | EOI / Interview |
| **EXPERIENCE** | A proven track record of developing and managing projects in the public, private or voluntary sectors.  Extensive experience of working with young people (11 – 18 years) and their families, identified as vulnerable or as having complex needs preferably within a community setting.  Demonstrable experience of staff management including recruitment, induction, supervision and support.  Proven track record in scoping and developing new business activity, including engaging and developing positive relationships with commissioners.  Experience of preparing bids e.g service model development, articulating delivery within tenders - for significant projects/services and participation in the business development process e.g. responding to tender questions etc  Experience of working using own initiative to an agreed action plan and effectively monitoring service quality standards and performance.  Commitment to young people’s participation  Substantial experience of working in a multi-agency environment and the proven ability to develop effective working relationships with other professionals/organisations. | Experience of managing services for young people and their families, and empowering them to make positive and informed choices in their lives.    Experience of managing Substance Misuse Services.  Experience of developing new contracts and development opportunities with commissioners and partners.  Experience of project development  Experience of training / public speaking to a wide range of audiences | EOI / Interview |
| **SKILLS & ABILITIES** | Proven ability to lead and coach others in their professional development  Demonstrated ability to manage and monitor budgets (up to the value of £1m p/a), working within organisational financial procedures.  Ability to lead, motivate and oversee administrative processes.  Excellent negotiation skills, and an ability to handle sensitive matters with tact and diplomacy.  Demonstrated ability to incorporate and demonstrate an equal opportunities perspective in all areas of work  Ability to achieve results and meet deadlines and to motivate and manage staff to do the same.  Computer literacy including the use of Email, Word, Excel and PowerPoint.  Strong organisational skills.  Ability to build and establish effective working relationships at a range of levels, including with commissioners, funders and external influencers.  Ability to deal with complex issues and problems for which there are no obvious or prescribed solution, by offering new approaches and professional judgement.  A high level of communication, interpersonal and presentation skills.  Ability to liaise and work collaboratively with professionals from other agencies including commissioners, managers and key service stakeholders.  Ability to work effectively under pressure and with minimal supervision.  Creative, flexible and able to work well with others in a team.  Honest and reliable.  Commitment to the organisation and also to their own personal and professional development.  Commitment to enabling children/young people and their families to participate and achieve their full potential. |  | EOI / Interview |
| **OTHER** | Share Catch22 values  Awareness of and commitment to Equality & Diversity  Willing to travel and work flexibly  Desire to develop and undertake training as required |  | EOI / Interview |