

Job Description: Service Manager Treatment Team

Bristol Recovery Oriented Alcohol and Drugs Service (ROADS)

Accountable to the Chief Executive Officer

1 Job Purpose

- 1.1 To ensure delivery of accessible, non-judgmental evidence-based effective services and interventions for people with drug and alcohol problems to reduce harm, including drug-related death; progress through treatment and move into recovery.
- 1.2 To lead and manage a team of paid and volunteer staff in accordance with policy and priorities (HSC435, M&LC4, C5 &C6).
- 1.3 To sustain a 'can do' culture, with positive staff engagement and provide a constant stimulus for improving services in a learning environment.
- 1.4 To ensure positive relationships with partners which add value for service users.

2 Principal Accountabilities

Team Management & Leadership

- 2.1 To plan, co-ordinate and supervise the work of all staff for whom s/he is responsible (GEN35, M&LD6).
- 2.2 To be responsible for the allocation of work within the team (M&LD6).
- 2.3 In consultation with the CEO and other members of the Senior Leadership Team, to be responsible for the planning and development of Team Objectives in line with stated priorities and objectives BA3, M&LF12).
- 2.4 To support and performance manage the work of all staff for whom s/he is responsible in order to ensure that all tasks are being carried out properly and efficiently and in accordance with priorities (M&LB6, BF5).
- 2.5 To ensure delivery of service-user focused, responsive and quality services through regular consultation about service user work and related issues, individually or in groups to all members of the team (GEN48, BF5, M&LF11).
- 2.6 To maintain appropriate records and ensure regular written evaluation of services provided (M&LD6, HSC3115).

- 2.7 To be accountable to the CEO for the work of her/his team (BF5, HSC435).
- 2.8 To be responsible for the prompt provision of such information as may be required by the CEOs and/or funding bodies (M&LD6, GEN50).
- 2.9 To assist in the recruitment and training of staff, and volunteers, as appropriate (M&LD3, MVC2).
- 2.10 To deputise for the CEO as requested.

Policy

- 2.11 To contribute to the formulation of policy (BA3).
- 2.12 To ensure the implementation of policy decisions within her/his team (M&LB1, M&LD6).
- 2.13 To act as a channel of communication between Senior Management and those personnel for whom s/he is responsible (HSC31).

Training & Staff Development

- 2.14 To actively promote, in-service training and development of staff in accordance with organisation and individual need, including induction of new staff (M&LD7, BC4).
- 2.15 To deliver training where appropriate (M&LD7).
- 2.16 To engage with training as appropriate in order to further her/his own personal development (HSC33).
- 2.17 To administer any devolved budget to further the organisation's aim and objectives and individual staff need (M&LE2).

Finance

- 2.18 To approve expense and travel claims for staff and volunteers for whom s/he has responsibility (M&LE2).

Health & Safety

- 2.19 To be fully aware of all aspects of the Board of Trustees' Health & Safety at Work Policy, and to carry out all duties and responsibilities in compliance with that policy (M&LE6).

Other Duties

- 2.20 To be proactive in reviewing and evaluating own performance and identifying and acting on areas for improvement and development (SCDHSC0043).

- 2.21 To assist in the promotion/education work undertaken by the organisation (GEN48).
- 2.22 To maintain effective and positive relationships with other agencies (CJAD2, M&LA3).
- 2.23 To provide advice and assistance to the CEO and the Board of Trustees about the development of resources available to the organisation (HSC435).
- 2.24 To attend such internal and external meetings as directed (CfA412, CfA311).
- 2.25 To work within the framework and spirit of the organisation's Equalities Policy and to actively promote the policy within the organisation, and in all dealings with other agencies (HSC3111, CJF408).
- 2.26 After reasonable consultation, to undertake any other task that is necessary, if called upon to do so.

Special Notes

- 2.27 Areas of responsibility are subject to review, and may change.

Service Manager: Context Note

3 Dimensions

3.1 Staffing

- 3.1.1 A team of Staff (35 including 5 direct reports), Volunteers and Trainees

3.2 Environment

- 3.2.1 Hours of work: 37.5 hours per week. Normal daytime 'office' hours with some occasional evening/Saturday work required on call. Normally based within main office bases.

3.3 Technology

- 3.3.1 A standard level of involvement with office equipment, including use of an electronic case management system.

4 Areas of Responsibility

At December 2021 these are:

- 4.1 Shared Care Opioid Substitution Treatment Service
- 4.2 Community Detox Link Service

These may change over time to meet emerging need.

5 Supervisory Responsibilities

Currently:

- 5.1 Direct line management and clinical supervision of: Shared Care Team Leaders (4) and Administrative Support Worker.

6 Supervision Received

- 6.1 The CEO will provide general supervision.

7 Qualifications and Experience

Please see person specification on page 6.

8 Key Contacts

- 8.1 Within BDP - All staff and volunteers
- 8.2 Outside the Organisation - Key partners and stakeholder groups at all levels

9 Scope for Impact

- 9.1 Decisions that can only be made with reference to the agency
 - 9.1.1 Policy changes
 - 9.1.2 Significant service development
 - 9.1.3 Any decision with financial implications other than those relating to devolved budgets
- 9.2 Decisions that can be made without reference to the agency
 - 9.2.1 Detailed operational matters

9.2.2 Deployment of staff within the team

9.2.3 Authorisation of expenditure within devolved accounts or budgets

9.2.4 Approval of expenses and travel claims

9.2.5 Approval of annual leave and TOIL

9.2.6 Other powers which may from time to time be devolved by the CEO

10 Special Notes or Conditions

10.1 An enhanced Disclosure and Barring Service check is a prerequisite of offer of employment.

10.2 The priorities for this role will be under review and may change as the service develops so will require flexibility from the post holder.

Person Specification: Service Manager Treatment Team

The person appointed to this post will be able to demonstrate that they have acquired, (or where appropriate have the potential to develop) the following:

Essential criteria
<p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • An understanding of stigma and the barriers to seeking help experienced by people whose alcohol or drug use is problematic and be passionate about addressing these. • Commitment to empowering people using services. • Non-judgmental.
<p><u>Competencies and Skills</u></p> <ul style="list-style-type: none"> • Well-developed leadership skills with ability to lead a team and work flexibly using own initiative. • Excellent organisational skills and proven ability to coordinate and prioritise projects and workloads. • Expertise in written and verbal communication, with experience of writing reports for a variety of audiences, public speaking, facilitation and training. • Confident user of MS applications. • Ability to work effectively within a small team.
<p><u>Experience & Knowledge</u></p> <ul style="list-style-type: none"> • Minimum two years' experience of the supervision and management of paid staff. • Minimum two years' experience of working directly with people whose alcohol or drug use is problematic. • Experience of performance managing services. • Experience of developing productive collaborative partnerships. • Experience of managing change and service improvement. • Experience of managing child and vulnerable adult safeguarding.

<u><i>General</i></u>
<ul style="list-style-type: none">• A commitment to equalities and anti-discriminatory practice and valuing diversity.• A strong commitment to BDP's vision and values.
Desirable criteria
<ul style="list-style-type: none">• Past personal treatment experience of problematic alcohol/drug use with 2 years alcohol/drug free in the community.• Management qualification to Level 4.• Professional qualification.• A driving licence and own transport.

Reference	DANOS Competence
M&LD7	Providing learning opportunities for colleagues
M&LD6	Allocate and monitor the progress and quality of work in your area of responsibility
CFAM&LBA3	Lead your team
CFAM&LBA2	Provide leadership in your area of responsibility
GEN68	Monitor compliance with quality systems
CFAM&LDB3	Quality assure work in your team
GEN35	Provide supervision to other individuals
CFAM&LEA3	Manage the use of financial resources
CFABAD322	Analyse and report data
FSP MA2	Provide management information
HSC3115	Receive, analyse, process and store information
HSC433	Develop joint working agreements and practices and review their effectiveness
HSC435	Manage the development and direction of a provision.
CFAM&LCA1	Identify and evaluate opportunities for innovation and improvement
M&LF11	Manage the achievement of customer satisfaction
M&LF12	Improve organisational performance
GEN53	Support the development of Strategies to meet the local needs for health care services
M&LB1	Develop and implement operational plans for your area of responsibility
M&LB6	Provide leadership in your area of responsibility
M&LB8	Ensure compliance with legal, regulatory, ethical and social requirements
M&LB9	Develop the culture of your organisation
GEN48	Promote your organisation and its services to stakeholders
HSC3100	Participate in inter-disciplinary team working to support individuals
HSC395	Contribute to assessing and act upon risk of danger, harm and abuse
SCDHSC0415	Lead the service delivery planning process to achieve outcomes for individuals
SCDHSC0386	Assist in the transfer of individuals between agencies and services
SCDHSC0025	Contribute to implementation of care or support plan activities
HSC31	Promote effective communication for and about individuals
GEN49	Promote the development of healthcare services in the local area
HSC33	Reflect on and develop your practice
M&L C4	Lead change
M&L C5	Plan change
M&L C6	Implement change
M&L D3	Recruit, select and keep colleagues
M&L E2	Manage finance for your area of responsibility
M&L E6	Ensure health and safety requirements are met in your area of responsibility
M&L A3	Develop your personal networks
CfA311	Plan, organise and support meetings
CfA412	Chair meetings
CJF408	Represent one's own agency at other agencies' meetings
HSC3111	Promote the equality, diversity, rights and responsibilities of individuals