

Job Description

Post: Service Manager (Young people)

Salary: £33-37k

Reports to: Head of Services

Purpose of role

To work alongside the Community Psychotherapist to ensure that the service delivers high quality therapeutic accommodation, therapy and support to young people with complex needs, many of whom have experienced negative childhood experiences or trauma. Creating an environment that supports young people in their development, health and wellbeing, with the aim of acquiring the skills, self-awareness and attitudes that will enable them to lead fulfilling, successful and productive lives.

Primary tasks

1. To take overall responsibility for the general management of the service and staff, delegating effectively and appropriately.
2. Manage a team of practitioners to ensure that the service delivers accommodation, support and therapy in line with CHT's models of best practice.
3. Ensure that staff are aware of their responsibilities in relation to policies, of the service, and those set out in Young People's Legislation and Regulations.
4. Work in partnership with the Community Psychotherapist in enabling a therapeutic environment
5. Develop and manage the service in line with CHT's values, objects and mission, and in line with the principles of Psychologically Informed Environments (PIE) and Therapeutic Communities
6. Manage and monitor labour costs, staffing structures and rotas, ensuring they meet requirements of the young people's needs and are in line with allocated budgets
7. Lead on quality assurance measures within the service
8. Maintain excellent working relationships with key stakeholders including Commissioners and Local Young People's Teams
9. To work with outcome measures under the direction of the Head of Services

1 Service Management

Overarching:

- Ensure that the service runs in adherence to CHT's model of service delivery
- Ensure that high standards of delivery of care are maintained.
- Promote high levels of client participation and co-production in service development and implementation.

- Encourage the young people in engaging with activities within the service and within the wider community.

Specific:

- Ensure the service has sufficient information accessible to all staff regarding access to support agencies that promote the health and well-being of the young people.
- Complete necessary administration of financial matters within the prescribed timescales.^[1] Work within the code of confidentiality and ensure that records in the service are stored and held in a manner, which is compliant with regulations.^[2]
- To provide line management to staff within the service, develop and ensure the staff are aware of a variety of intervention strategies regarding behaviour management.
- Provide an out of hour's emergency backup service for CHT's service.
- Take the lead in recruitment of service staff
- Provide regular supervision and appraisals to staff
- Ensure that staff are inducted, and have sufficient training to complete their roles
- Manage and investigate complaints and escalate if necessary in accordance with CHT's complaints procedure
- To have systems and processes in place which all staff understand, and are compliant with Safeguarding and Child Protection under young people's Regulations.^[3]
- Take part in disciplinary process as necessary
- Work alongside the Head of Property Services to ensure that the building is kept to a high standard in terms of safety and appearance
- Work alongside the Lead Psychologist, Head of Services, and Head of Relationships to ensure high levels of occupancy

2 Quality assurance

- Provide regular supervision to staff to support them in the delivery of CHT's model of treatment
- Carry out and develop quality assurance measures within the service, and regularly report on actions taken to improve services
- Participate and support with external auditing of the service, and prepare concise plans on service improvements
- Attend regular supervision with Head of Services
- Attend internal and external training and ensure an up-to-date knowledge and understanding of developmental issues and best practice in working with young people, and of relevant legislation and regulations including Safeguarding, Mental Capacity, and Medication
- Work alongside Community Psychotherapists to collect, report and analyse outcome data, using tools such as HONOS, CORE, and Warwick-Edinburgh.

3 Public Relations

- Take the lead in promoting the service and CHT as a whole among key stake holders of the service
- Develop and maintain excellent working relationships with key stakeholders, including Commissioners, Local Safeguarding Leads, Police and Emergency Services and local Children and Adult Mental Health Services

- Organise regular meetings with referrers and present successful outcome results
- Ensure the creation of up-to-date marketing, publicity and information material on the service, co-produced with the residents and staff

General

- Comply with CHT's Equal Opportunities Policy, Safeguarding Policy and other policies and procedures
- Act in the best interests of CHT and its clients, and to promote CHT's values and value in all conversations and situations
- To take part in various duties appropriate to being a Manager, and the leadership of a small service delivery charity
- Undertake training and professional development appropriate to the role, and in agreement with the Head of Services
- To take part in regular meetings, supervisions and appraisals

Person Specification

Experience

Essential

1. Minimum of 3 years' experience of managing teams within a Young Person's Health and Social Care setting
2. Experience of working with young people experiencing emotional, behavioural or mental health problems and mental distress, including psychosis, emotional instability and volatility, addictions and anxiety, depression, self-harm, attachment disorders, suicidality and complex presentations.

Desirable

3. Educated to at least NVQ/QCF level 4 Children and Young People or equivalent and have or be willing to work towards level 5 or degree level qualification in a relevant discipline

Skills, Knowledge and Abilities

Essential

4. Excellent Leadership and management skills with a commitment to excellence both in terms of quality of service, but also in the outcomes achieved for the young people using the service.
5. Understand the presentation and support requirements of young people with mental health and other associated conditions.

6. Ability to write reports, lead presentations and workshops, and provide training at a variety of levels.
7. Ability to establish an effective working relationship with clients which is attachment centred, demonstrating good interpersonal skills including active listening, clear and thorough information sharing and good verbal communication skills.
8. Able to demonstrate a track record of responding appropriately and effectively to de-escalate situations when faced with challenging or potentially violent behaviour and proven ability in training staff to deal with difficult situations.
9. Good numeracy, administrative, IT and budget-management/financial skills
10. Able to demonstrate a track record of managing Health & Safety issues related to working in a workplace environment.
11. Knowledge and understanding of the statutory and voluntary Young Person's services
12. The ability to initiate and maintain constructive and appropriate relations with clients and external agencies
13. An understanding of and commitment to diversity & equality

Desirable

14. Understanding of the principles of reflective practice.
15. Understanding of the principles of Psychologically Informed Environments.
16. Understanding of psychosocial models of madness