

Job Description			
Job Title	Service Manager		
Reports To	Regional Manager	Accountable to:	Clinical Director
Location		Salary (per annum)	

Purpose of the Role
<p>The Service Manager will be responsible for the provision of a high-quality service, both in respect of Residential care and employee engagement. You will be responsible for providing strong and effective leadership to the onsite team and be responsible for the overall day to day running and strategic direction of the service.</p>
Main Responsibilities and Duties
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> To be compliant with Care Inspectorate requirements and to ensure all clinical, budgetary, regulatory and service development targets are met. You will also implement risk assessment, risk management and embed clinical governance within the hospital. Responsible for the operational and clinical management of the service and the general well-being of the residents and employees. Work with the wider management team to ensure the unit runs efficiently and effectively, ensuring all policies and procedures are adhered to at all times. Provide leadership, direction and supervision to all employees, providing feedback through supervisions and appraisals. Responsible for budget management of the unit, resources and communication to the wider teams Participate in the planning, evaluation and audit of practice, clinical pathways and protocols within your area. Participate in service development opportunities and contribute to research and audits within the organisation. <p><u>Care</u></p> <ul style="list-style-type: none"> Lead the effective admission of all residents, ensuring effective coordination of referrals and assessments of residents in conjunction with the wider clinical teams. Develop transition, admission and discharge plans, follow up referrals and assessment for suitability for the services. Assess social and health needs of residents and subsequently to monitor the planning and on-going evaluation of care. Lead the implementation of risk assessment, risk management and to be embed clinical governance within the service. Management of finances of the unit and individuals including petty cash, housing benefit, budget, financial returns, resident finance, procurement, expenses and payroll sign off. <p><u>Communication</u></p> <ul style="list-style-type: none"> Ensure effective communication throughout the unit as well as to the wider teams including other units, clinical and management. Ensure all employees promote good working relationships with residents, relatives and visitors and others.

- Liaise with employees, relatives and others in the development of activities for residents which will enhance their quality of life.
- Effectively manage complaints ensuring that company process is adhered to.
- Promote a collaborative approach to care delivery through building effective relationships with internal and external stakeholders

Financial Management

- Manage and maintain agreed budgets and expenditures for the running of the unit and associated costs
- Overall day to day running and strategic direction of the service.

Human Resources

- Lead and direct regular staffing meetings
- lead on appropriate investigations (as required), participate in audit requirements and ensure all policies and procedures are adhered to
- Ensure rotas are produced within set timeframes and payroll is completed correctly
- Oversee personnel files comply with Northern Healthcare guidelines
- Work with recruitment team in backfilling and filling new vacancies, as well as assisting with interviews, feedback and job offers
- Work collaboratively with HR to resolve any employee related matters
- Implement and manage policies including discipline and grievance policy and procedure
- Monitor and control sickness / absence/ annual leave in accordance with the company policy and procedure
- Participate in the developing, implementation and evaluation of supervisions,

Professional Development

- Use a personal development plan to apply acquired skills and knowledge in professional practice.
- Utilise the personal development plan process, to update skills required for competency framework
- Take responsibility for keeping up to date with evidence based treatments and mandatory organisational training.
- Evaluate the effectiveness of their own nursing care through participation in supervisions, reflective supervisions and training.

People Development

- Review and reflect on your own practice and performance, through effective use of professional and operational supervision and appraisal.
- Contribute to the development of support staff via supervision and appraisal.

Health, Safety and Security

- Comply with Northern Healthcare's policies and procedures.
- Fulfil the organisations mandatory training requirements.
- Recognise the need to prioritise and be responsive to clinical emergencies/ perceived risks.
- Ensure notifiable events are dealt with through necessary channels.
- Be aware of own personal limitations and seek appropriate advice.

Quality

- Contribute to the Organisation's clinical governance arrangements.
- Deliver Northern Healthcare's vision and values.

- Ensure referrals are adequately assessed with all reports prepared within set time limits.
- Demonstrate understanding of the National Guidelines and legislation relating to health and social care, and their impact upon service provision.

Equality and Diversity

- To respect the individuality, values, culture and religious diversity of residents and colleagues, and contribute to the provision of a service sensitive to these needs.

The tasks and responsibilities listed are not exhaustive and are a guide to core service delivery. These duties are subject to periodic review and may be amended to meet the changing needs of the business.

Key Performance Indicators

1. Responsible for providing strong and effective leadership to the onsite team and be responsible for the overall day to day running and strategic direction of the service.
2. Responsible for the operational and clinical management of the service and the general well-being of the residents and employees.
3. Work with the wider management team to ensure the unit runs efficiently and effectively, ensuring all policies and procedures are adhered to at all times.
4. Lead the effective admission of all residents, ensuring effective coordination of referrals and assessments of residents in conjunction with the wider clinical teams.

Responsibilities of All Employees

The post holder is expected to;

- Carry out other similar reasonable duties according to the business needs
- Undertake any training relevant to the requirements of the role
- Comply with health and safety procedures and safe working practices
- Adhere to data protection procedures, ensuring that sensitive business data remains confidential

Personal Specification

Qualifications	Essential	Desirable	Assessment Method
Newly qualified or experienced RMHN with a current Pin Number OR Occupational Therapist background/ qualification	X		Application Form
Knowledge of MHAct, Mental Capacity Act and Deprivation of liberty safeguards	X		
Knowledge of Excel /Windows Office software applications including: SharePoint, Excel, word	X	X	
Experience			
Minimum of 6 years' post registration experience or similar role	X		

Evidence of functioning within a substantive role as a clinician in a mental health setting within a multi-disciplinary team.	X		Application Form & Interview
Ability to manage effectively and lead a team	X		
Can demonstrate commercial and business acumen	X	X	
Team management skills including appraisal, disciplinary and grievance	X		
Proven ability and experience to manage and resolve crisis and conflict within the workplace	X	X	
Well informed of the Mental Health Act 1983 & have an understanding of latest nursing practices	X		
Skills/Technical Skills			
Participate in the planning, evaluation and audit of practice, clinical pathways and protocols.	X		Application Form & Interview
The ability to be proactive and use initiative		X	
Excellent organisation skills as well as accurate written and verbal communication skills.	X		
Ensure that all communication is in line with GDPR and confidentiality policy.	X		
Knowledge, Education & qualification			
Knowledge of the Mental Health Act 1983 & have an understanding of latest nursing practices	X		Application Form & Interview
Budget and resource management skills	X	X	
Proven ability to manage, lead set objectives and plan the development of staff within the team	X		
Personal Competencies			
Passion for our valued behaviours	X		Interview
Focused on patient recovery to monitor, manage & reduce risk	X		
Helping to empower & support service user independence	X		
Open to travel to and between head office and different sites (as required)	X		
Open, compassionate, honest & resilient	X		
Subject to Disclosure and Barring Service Check	X		
Ability to be on call	X		

I have received, reviewed and fully understand the job description for Service Manager Healthcare Nurse with Northern Healthcare Ltd.

I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.



Employee Name _____ Date _____

Employee Signature _____