

Job Title: SERVICE MANAGER

Reports to: Directors of the Group

Purpose and summary of job:

To take overall responsibility for the operational and clinical management of the service and the general well-being of the Clients and Staff. Ensuring that all Group policies and procedures are adhered to within the defined timescales.

The post holder will provide leadership, direction and supervision to all staff. They are to ensure that the environment remains safe and therapeutic for all those who use and work in the service. They are responsible for the effective use of resources and for monitoring and managing sickness. They must manage the budget for the facility, remaining within set budget limits. They are responsible for ensuring effective communications within the Multidisciplinary Team and must act as a positive role model at all times.

They will be expected to achieve a high level of staff moral and be fundamental in developing the service.

The post holder will be responsible for implementing and evaluating agreed systems of clinical supervision and support aimed at the continual professional development of the nursing team, including education and training initiatives.

Main Duties and Responsibilities

Care:

1. To lead the effective admission of all Clients
2. To assess social and health needs of prospective Clients and subsequently to monitor the planning and on-going evaluation of care, including specific therapeutic interventions, looking at Patient destinations and compliance.
3. Continually assess and supervise the work of Staff to ensure consistently high standards and efficient running of the service while creating an atmosphere conducive to the best interests of the Clients.
4. Practise maximum integrity in all dealings with Clients' personal and financial affairs and avoid abuse of the privileged relationships which exists with Clients.
5. To lead the implementation of risk assessment, risk management and to embed clinical governance within the service.

Communication:

6. Relationship management both externally (PCTs, regulators, community), internally (MDT) and intragroup (sales, finance, property, etc).
7. Ensure and maintain regular communications with the respective Operations Director and/or Group Director.

8. Preserve effective communications through regular contact / meetings with Clients, Relatives, Staff, Operations Director, RMO and any other concerned bodies; maintaining appropriate minutes /reports.
9. Ensure that the Nursing Team promote good working relationships with residents, relatives, visitors and others.
10. Liaise with the Therapy Co-ordinators, Clients, Relatives and other Staff in the development of activities for Clients which will enhance their quality of life.
11. Effectively manage complaints ensuring that company process is adhered to
12. Liaise with the Head of Catering to ensure that the storage, preparation, cooking and serving of food meet the required standards.
13. Liaise with the Head of Housekeeping and Maintenance person to ensure all areas of the service, inside and out, are properly cleaned, maintained and adequately heated.
14. To promote a collaborative approach to care delivery within the Team by developing and maintaining links with carers and statutory authorities.

Budgetary / Financial Control:

15. Manage and maintain agreed budgets, in conjunction with the Operations Director or Group Directors, by monitoring on a weekly basis and taking corrective action as required.
16. Review and authorise monthly returns and notify the Finance Department of any discrepancies.

Human Resources:

17. To undertake responsibility for selection and recruitment of personnel.
18. Oversee to ensure personnel files comply with Healthcare Commission regulations.
19. Oversee to ensure that all staff attend mandatory/required training.
20. Lead and direct in regular staff meetings.
21. Ensure duty rotas are produced within set time limits.
22. Endeavour to fill any Staff vacancy by advertising in the job centre or by contacting the Personnel Department at Head Office. Interview and select suitable personnel (The positions are to be offered within the normal terms of employment in operation at the service at the time).
23. Ensure that all bank and overtime routes are exhausted prior to using agency staff.

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24. Implement and manage the Group's discipline and grievance policy and procedure.
 25. Monitor and control sickness / absence / annual leave in accordance with the Group's policy and procedure.
 26. Participate in the developing, implementation and evaluation of appraisals and individual performance reviews.
 27. Conduct Exit interviews.

Marketing:

28. Actively market the service and promote a positive personal / professional profile within the local community, ensuring the good reputation of the service at all times.
29. Endeavour to fill any Client vacancy by liaising with social services and health authorities/boards and assessing/selecting suitable Clients. (These places are to be offered within the normal terms of residency and the fee structure in operation at the service at the time).

Training & Development:

30. Ensure Staff receive appropriate training in all aspects of their work in the service. Promote Staff training and development and maintain up to date records.

Health & Safety:

31. Carry out duties as "Responsible Officer" for the service under the Health and Safety at Work Act 1974 and Fire Regulations. Ensure the implementation of the service Health and Safety Policy and that Emergency and Fire Procedures are carried out.
32. Monitor and review accident reports and infection control, ensuring regulatory bodies are informed of an incident when necessary; i.e. Health Authorities/Boards, Environmental/Public Health, etc.

General:

33. Regulatory and Audit compliance – CQC, CSCI, MHAC, H&S etc (covering inspections, audits, quality, action plans and maintenance of standards)
34. Ensure notifiable events are dealt with through necessary channels, regulators; POVA; Police; Health and Safety etc.
35. Ensure that all referrals are adequately assessed with all reports prepared within set time limits, comprehensively and to a high standard.
36. Monitor the Mental Health Act 1983 Administration
37. To lead the development of the process, practice and delivery of Active Care and Recovery.

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38. Adhere to all appropriate UKCC guidelines / regulations.
 39. Demonstrate non-discriminatory practice in all aspects of work.
 40. Organise all routines within the service and undertake general nursing work as required.
 41. Maintain and update/or keep current professional knowledge and competence.
 42. Develop, implement and monitor systems of administration within the facility including record keeping, maintain adequate supplies, stocks, equipment, client's property and valuables.
 43. Control the ordering and administration of drugs within the service and maintain the necessary records as required by the regulatory authorities.
 44. Monitor and supervise practice within agreed company policies, procedures and protocols, NCSC standards and guidelines, Department of Health guidelines and legislations, including the Mental Health Act and Code of Practice.
 45. Ensure that all information of a confidential nature gained in the course of work is not divulged to third parties.
 46. Take a lead role in the implementation of quality initiative and audit, as defined by the Clinical Governance Procedure.
 47. Maintain such log books and records as may be required by both the Registering Authority and the Directors of the Group.
 48. Organise 'on-call' for emergencies which may arise within the service.
 49. Maintain correct records of the working hours of both Manager and all Staff.
 50. Deputise for the Head of Care when required.
 51. Ensure the security of the service is maintained at all times
 52. Assist in the arrangements for fund raising.
 53. Undertake other duties, as required, by the Directors.

PERSON SPECIFICATION

For new appointments, a selection panel will assess each of the points below against what you have written on the application form – so, as a job applicant, you should explain, by using examples from previous jobs, voluntary work or whilst you were in education, how you match these points.

To do this job effectively a person will need (essential criteria for this post are shown in **bold**):

Knowledge

1. **First class knowledge of the National Care Standards**
2. **First class knowledge of the Mental Health Act 1983**
3. **Knowledge of local / national agenda with evidence of a comprehensive understanding of evidence of the impact these have on nursing practice and patient care.**
4. Degree level education
5. To have a broad based knowledge of current trends
6. Knowledge of PSI Skills
7. **Able to communicate effectively to a range of others at all levels**
8. **Evidence of ability to network establish and maintain relationships with PCT's/HCC/Local**
9. **Proven ability to manage, lead set objectives and plan the development of staff within a staff team.**
10. **Residents & representatives**
11. **Budget and resource management skills.**
12. **Ability to lead a team and engage staff**
13. **Ability to recruitment and select staff effectively**
14. **Confident and assertive**
15. **Ability to be on call**

Qualifications

At The Time Of Appointment

16. **RMN/RNLD (with current PIN)**
17. **Accredited Training Courses**
18. Full car driving licence
19. ENB 998 or equivalent Managerial Qualification/knowledge
20. Relevant Diploma / Degree
21. Management qualifications

Through Professional Development (whilst in post and provided as organisational need and available resources dictate or, through self-funding if preferred by the post holder)
N/A

Experience

22. **Minimum 3 years post registration experience or evidence of the same. Experience in acute, rehabilitation or forensic psychiatry.**
23. **Previous management / supervisory experience**
24. **Evidence of functioning in a substantive role as a clinician in a mental health setting within a multi-disciplinary team.**
25. **Evidence of Post Registration Development.**
26. **Evidence of managing a team within a Private Facility.**
27. **Forensic and/or secure experience**
28. **Team management skills including appraisal, disciplinary and grievance.**
29. **Proven ability and experience to manage and resolve crisis and conflict within the workplace.**
30. **Evidence of highly developed skills in the assessment, planning, implementation and evaluation of multi-disciplinary programmes of care for the patients group.**

NB Applicants must meet any age requirements set by the relevant regulatory body

This Job Description indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.

JOB SPECIFICATION



Please add signature and date indicating acceptance of this Job Description.

JobholderSigned Date:

ManagerSigned Date: