

**JOB DESCRIPTION**  
(To be read in conjunction with Person Specification)

**Linking Leeds**

<b>POST:</b>	<b>Service Manager</b>
<b>SALARY:</b>	CL 33 - 35
<b>ACCOUNTABLE TO:</b>	Operational Manager
<b>RESPONSIBLE FOR</b>	Locality Managers, Social Prescribing Projects Manager, Leeds Stop Smoking Service Co-ordinator, Administrators
<b>ORGANISATIONAL EXPECTATIONS:</b>	
<p>Inspire North aims to provide a high-quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Inspire North is an ambitious, forward-thinking organisation and you must be committed to developing and enhancing the services we provide.</p> <p>Community Links as part of the Inspire North Group is a provider of mental health support services to socially excluded groups working with vulnerable and disadvantaged individuals and families. We deliver a range of creative services in partnership with organisations who share our values across sectors and communities.</p> <p>Community Links aims to provide a high quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Community Links is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.</p> <p>The organisation expects all its employees to carry out their duties in a professional manner with a service user focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of the Inspire North Group at all times.</p> <p>We are proudly and actively anti-racist and as such, you are expected to drive the anti-racism agenda forward.</p>	
<b>OUTLINE OF POST:</b>	
<p>Linking Leeds (The Leeds Citywide Social Prescribing service) aims to improve physical, mental and social health and wellbeing, through a holistic approach to improve quality of life and confidence in self-management and supporting independence.</p> <p>The Service Manager will provide the strategic oversight, maintaining the overall</p>	

responsibility for the day to day operations of the Leeds Social Prescribing service and service teams, who will be integrated as part of the extended GP Health and Care teams and will work with Primary Care Networks (PCNs) to improve the way the needs of local populations are met.

You will ensure effective planning and management of resources to achieve delivery outcomes, meet contractual requirements and support the team to come together and deliver social prescribing within a range of settings.

Leading a multi-partnership service, you will be responsible for the management of subcontract relationships and to develop and maintain a culture of effective collaborative working.

**MAIN TASKS:**

1.	To provide strategic leadership to the service and consortium. To be the central point of contact for commissioners, consortium partners, PCNs, Managers and external services and stakeholders.
2.	Accountable for high-quality delivery, outcomes achievement, robust monitoring/reporting, contract management and quality assurance for the service including subcontract management of consortium organisations.
3.	To produce formal reports to the commissioner and strategic partnership as required.
4.	To provide the team with the supervision, direction, vision and constructive support required to provide a high quality, tailored service to each client which promotes recovery, resilience and self management.
5.	To develop and maintain purposeful, proactive, positive and effective team working.
6.	To ensure that clarity regarding the aims, objectives, philosophy and culture of the service is retained and consistent across the consortium.
7.	To develop and maintain positive and effective relationships with a wide range of stakeholders including commissioners, partners, PCNs, carers and patient groups and other community based services and assets, building strong links/pathways across the City.
8.	To ensure that effective team and partnership working practices are developed which are purposeful, proactive, positive and effective across the consortium.
9.	To facilitate access to training and development and to evaluate worker performance to ensure that service delivery is consistent across the service regardless of parent organisation.

10.	To oversee recruitment within the service and ensure that vacancies are filled with expediency to minimise disruption to service delivery.
11.	To ensure that the principles of co-production are embedded in all aspects of service delivery and that opportunities for feedback and input into the development and evaluation of the service are maximised.
12.	To ensure that the provision is tailored to meet the needs of the patient population and is accessible in order to minimise impact of health inequality.
13.	To take responsibility for managing the service budget.
14.	To attend and chair meetings as agreed with the Operational Manager.
15.	To ensure the provision is responsive and innovative and to lead in any change management processes necessary to improve service delivery.
16.	In line with organisational policy and procedures to ensure the service is compliant with Data Protection legislation i.e. GDPR.
17.	To undertake the role of Accountable Emergency Officer, which will involve ensuring the business continuity plan is activated as required.
18.	To adhere to organisational policies and procedures relating to risk and personal safety.
19.	To contribute to the achievement of annually set individual and team targets.
20.	To participate in regular supervision.
21.	To represent Community Links in a knowledgeable and professional manner at all times.
22.	To maintain appropriate professional boundaries at all times.
23.	To identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
24.	To partake in Inspire North's Personal Development Review system.
25.	Any other duties commensurate with the grade and level of responsibility of this post.
	<b>Please note</b> this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Community Links.

## PERSON SPECIFICATION

### Service Manager Linking Leeds

The person specification should be read in with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A = application form I = interview E – exercise
Demonstrate a commitment and enthusiasm for working with our client group	✓		A, I
Demonstrate understanding and commitment to diversity and inclusion	✓		A, I, E
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate a commitment to co-production and enabling and empowering clients to become actively involved in Inspire North and its Associated Companies	✓		A, I, E
Demonstrate the ability to adapt to changing circumstances and priorities	✓		A, I, E
Demonstrate an understanding of and commitment to our anti-racism agenda.	✓		A, I
Knowledge & Skills	Essential	Desirable	
Excellent written and verbal communication skills including report writing and presentations	✓		A, I, E
Good technical literacy of Microsoft Applications e.g. Word, Excel, and Access etc.	✓		A, I, E
Proven track record in performance management and achieving targets	✓		A, I, E
Excellent project management skills with proven track record of overseeing service development	✓		A, I, E

Proven track record of leadership and supervision skills and secure commitment to continuous improvement	✓		A, I
Effective and innovative leader with the ability to problem solve	✓		A, I, E
Ability to assess and take appropriate risks in relation to clients, staff and the overall management of the service	✓		A,
Understanding of the impact of social exclusion and health inequality	✓		A, I
Creative, flexible and imaginative approach to working with people with mental health support needs	✓		A, I
Understanding of statutory frameworks e.g. CPA, MAPPA	✓		A, I
Proven track record of contract management/ contract management skills	✓		A, I
Have access to a car for work purposes and hold a full current UK driving licence	✓		A
Relevant professional or managerial qualification.	✓		A
Language skills e.g. Urdu, Polish, BSL, etc.		✓	A
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Experience of working in partnership and developing networks with a range of agencies to enhance service provision	✓		A, I, E
Proven track record of service development.	✓		A, I, E
Substantial experience of managing, supervising, leading and developing teams	✓		A, I, E
Experience of leading transformation change processes	✓		A, I, E
Experience of contract management and monitoring processes	✓		A, I, E
Experience of working within and implementing recognised quality frameworks	✓		A, I, E
Experience of effectively managing budgets and implementing cost recovery plans.	✓		A, I
Experience of mental health either as service user, carer, worker or volunteer	✓		A, I
Experience of managing subcontracts	✓		A