

## Job Description

<b>Organisation / Department</b>	The Burton Addiction Centre
<b>Job Title</b>	Service Manager / Registered Manager
<b>Job Holder</b>	
<b>Reports to</b>	Strategic Director
<b>Team Members Reporting to Job Holder</b>	<p>Residential Manager &amp; Supervisor</p> <p>Clinical Team Leader</p> <p>Senior Nurse NMP- Assessments</p> <p>Recovery Academy Manager</p> <p>Maintenance Team</p> <p>Housekeeping Team</p> <p>Security / Safety Officer</p>
<b>Purpose of Role</b>	<p>This is a front-line leadership role within a CQC registered substance misuse residential rehabilitation centre having a visible presence within each department.</p> <p>You will be responsible for all aspects of the day-to-day operations of the residential rehabilitation programme including; detoxification, rehabilitation and resettlement.</p> <p>The role will include recruiting and managing staff teams, control of team spending working to the Financial Controller.</p> <p>Ensuring that the quality of the services provided meets and exceeds the CQC Fundamental Standards.</p> <p>To contribute to the overall development and modernisation of services, and to ensure compliance with the aims and objectives of the organisation.</p> <p>To be responsible for the care and safety of staff and service users when they are residing at the unit or otherwise in the charge of unit staff.</p> <p>To promote an environment conducive to a high standard of care in which service users can participate, according to their capacity and wishes.</p>

## Key Activities

### Operational Management of the Organisation:

- Review, plan and develop operational strategy to meet agreed organisation performance plans within agreed timescales, approved by the Financial Controller in terms of costs;
- Improve communication and shared care across all departments implementing a culture of team work;
- Monitor, measure and report operational issues, opportunities and development plans and achievements within agreed formats and timescales;
- Ensure appropriate line management, supervision and performance management of all service delivery units and that staff operate in accordance with the appropriate models of service and policies / procedures;
- Ensuring all departments understand their operational development, objectives, purposes and achievements;
- Ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal requirements, environmental policies, contractual obligations, CQC and general duty of care

### Registered Manager and General Duties including:

- Systematically evaluate the quality and effectiveness of the unit, analysing appropriate internal and external data and information to identify opportunities in collaboration with senior managers for improving services and client outcomes
- Supervision of direct reporting staff and supporting and training managers in the management of their teams along with the monitoring of supervision and training of staff members
- Promoting and maintaining procedures including client care planning ensuring an adequate level of emotional and physical health care for our service users
- Actively promote and maintain close working partnerships with family/ carers to promote the best interests of the service user
- Work with the Strategic Director to create working partnerships with third parties
- Work with the Business Development Manager when applying for tenders and funding
- Work with the Head of HR with regards to recruitment and retention strategies, performance management of staff, monitoring and enforcing training requirements
- Establish and maintain suitable data management processes in line with CQC inspection requirements
- Establish systems for CQC notifications
- Management of the health and safety and building maintenance through monitoring and supervision of the Health & Safety Officer and Maintenance Team
- Be a visible presence on the ground
- To be part on the management on-call arrangements
- Be aware of and work with the appropriate staff for the production of data, statistics and reports relating to the role and activities of the organisation as required.
- Ensure that guidelines for the administration and safe keeping of medication are made available to relevant members of staff and that these are adhered to

## Person Specification

### Essential Criteria:

- ✓ Considerable experience of working at a management level within substance misuse services including alcohol and criminal justice with a clear understanding of the need for and ability to deliver quality services
- ✓ A demonstrable understanding of performance management frameworks, effective governance and quality management.
- ✓ Knowledge and understanding of the possible recovery pathways available across whole treatment and recovery systems including community, residential and Prison provision.
- ✓ Experience of managing project development and leading a service operation
- ✓ Experience of working within contracts, service agreements and service delivery systems
- ✓ Experience of staff supervision
- ✓ Excellent leadership and Change Management skills
- ✓ Experience of working with data collection systems
- ✓ Experience that demonstrates administrative and operational / facilities services skills
- ✓ Possess, or be willing to work towards a recognised qualification in management & leadership in particular the Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services or the level 4 Leadership and Management in Care Services NVQ / level 4 Health and Social Care NVQ qualifications
- ✓ Understanding CQC Essential Standards
- ✓ Experience of auditing and developing Service Improvement Plans
- ✓ Experience of implementing project and organisational risk assessment and risk management plans.
- ✓ Well-developed communication skills with the ability to influence and persuade key personnel to improve practice and quality
- ✓ Experience of and a commitment to, working positively in partnership with a range of statutory and voluntary agencies
- ✓ Meeting demanding targets and deadlines within financial constraints
- ✓ Experience and understanding of Health and Safety in the Workplace
- ✓ Relevant Management and Leadership qualification

### And the ability to:

- ✓ Communicate confidently and effectively, verbally and in writing.
- ✓ Respond flexibly to the demands of the post.
- ✓ Work as a member of a team.
- ✓ Show a capacity to work alone and the ability to keep calm under pressure.
- ✓ Understand and have a commitment to the principles of equal opportunity and diversity.

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- ✓ Employ an empathetic and non-judgmental attitude towards service users.
- ✓ Show commitment to facilitating positive outcomes for service users

## **Desirable Criteria:**

- ✓ Access to own transport
- ✓ Knowledge of local services and geography

**This post is subject to a DBS check at an enhanced level.**

**Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.**

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