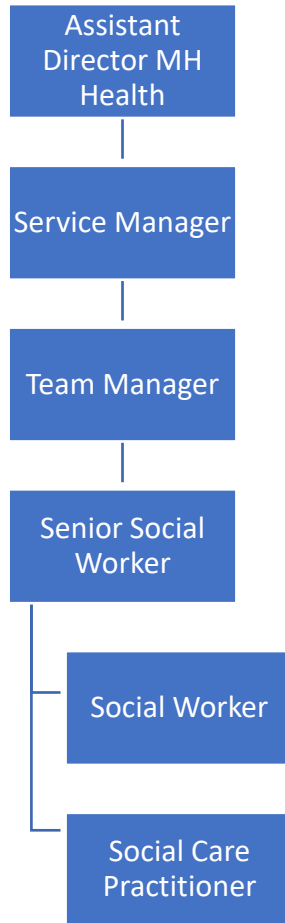
 WOKINGHAM BOROUGH COUNCIL		Job Description		Job Reference
				712953
Job Title	Service Manager- Mental Health Social Care			
Service	Adult Social Care and Health	Team	Integrated Mental Health Service	
Location	Resource House			
Reports to	Assistant Director Integrated Mental Health Services			
Responsible for	Delivery and oversight of operational services within Adult Social Care			
Grade	SM1			Date
Grade SM1	Permanent Full Time			January 2024
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.</p>				
<u>Service Purpose</u>				
<p>Adult social care provides a range of interventions to adults who need extra support to stay healthy, play a part in their community and lead as fulfilling a life as possible. The service provides personalised, practical support to help people whose needs arise from mental illness, disability, old age, and social disadvantage. It preserves dignity and keeps people independent. People who need care should have the choice, flexibility, and control to live their lives the way they want.</p>				
<u>Purpose of the role</u>				
<p>The role of Service Manager is to operationally manage the social care element of the Integrated Mental Health Service, ensuring the delivery of high-quality social care, working within budget, and supporting change, performance and innovation.</p>				
<u>Main Accountabilities</u>				
1	Ensuring efficient and effective service delivery of ASC teams through leadership, management, and service workload planning			
2	To be responsible for specified key areas of service delivery within the Adult Social Care pathway, as identified by the Assistant Director. To contribute to innovation and lead on project work to support the journey of continuous improvement and take responsibility for the delivery of service improvement.			
3	Management of commissioned budgets ensuring effective financial management and raising financial risks in a timely manner.			
4	To provide leadership ensuring Adult Social Care works collaboratively with relevant organizations and stakeholders, to ensure services meet statutory and regulatory standards for quality and safety of care.			

5	Advising on the most complex/highest risk cases to ensure safe and effective discharge of the Statutory Duties and advise on funding decisions in relation to care and equipment provision.
6	Lead on customer complaints with team managers, ensuring dissemination of lessons learned.
7	Fostering effective working relationships with partner organizations at a senior level across organizations, including the VCS, to promote improved integrated service delivery and outcomes for customers.
8	Chairing professional meetings and producing reports and presentations as required.
9	Advising multi-disciplinary teams and chairing multi-disciplinary decision-making meetings.
10	To support and deputize for other Service Managers and for the Assistant Director, where necessary, to ensure effective service delivery
11	To supervise, coach and performance manage Team Managers and other staff, to ensure they perform their role effectively and maintain the highest professional standards.
12	To own, review and develop appropriate policies and procedures. Be proactive in terms of learning from adverse incidents and lead on ensuring learning is implemented and drives improvement.
13	To contribute to the strategic direction and development of Adult Social Care via participation as member of the Senior Management Team.
14	To lead on MAPPA and MARAC for Mental Health Social care, working in collaboration with the BHFT SM.
Supervision Received	4 weekly by the Assistant Director Integrated Mental Health Services .
Supervision Given	4 Team Managers
Contacts & Working Relationships	Team managers, practitioners (qualified and unqualified), Heads of Service, Assistant Director, Senior Managers in Partner Organisations, Legal Advisors, members of the public, preparing Member responses. System wide colleagues.
Management of resources or budget	Operation management of a 2.4 million budget
Special Factors	Special Factors: To work flexibly, including evenings and other out-of-hours requirements; willingness to travel; requirement to undertake such duties as are reasonably expected by the Line Manager DBS (Enhanced) required

Organisation Chart



Qualifications	Essential
<i>Social Work Degree or equivalent</i> <i>Registered Mental Health Nurse or LD Nurse</i> <i>Registered Occupational Therapist</i>	Management qualification, or equivalent significant experience Desirable AMHP Relevant masters or higher degree
Proficient IT skills including use of Microsoft Office and Social Care systems	Essential
Knowledge, Skills, and Abilities	Essential
Strong knowledge of relevant legal and policy frameworks	

Excellent knowledge of Adult Social Care legislation, Mental Health, Human Right, and the MCA.	Essential	
Problem solving, and negotiating skills, including ability to think creatively	Essential	
Understanding of best practice to deliver integration of social care and within an integrated service.	Essential	
An understanding of change management and service development	Essential	
Experience of managing operational budgets.	Essential	
Experience of networking and partnership working, including across Health, Social Care, and the VCS.	Essential	
Ability to plan work and time for self and others	Essential	
Ability to deal with the public, senior representatives of involved agencies and other professionals regarding non routine and sensitive issues, and across diverse backgrounds	Essential	
Excellent skills in presenting and communicating clearly and concisely to a range of audiences	Essential	
Ability to produce well researched and well written reports to required deadlines.	Essential	
Ability to manage difficult and stressful conversations, resolving conflict effectively.	Essential	
Ability to manage self and represent work and service in a variety of formal settings	Essential	

Experience	
Experience of managing staff and providing supervision and holding people to account.	Essential
Experience of producing procedures, project work and service development	Desirable
Leadership to achieve successful outcomes in a complex organisation including working across organisations.	Desirable
JD Completed by – Trevor Thompson Interim Assistant Director MH Transformation	22/01/24