

**Developing Health & Independence**

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| JOB DESCRIPTION | |
| **Job Title:** | Integrated Treatment Service Manager |
| **NJC Scale Point:** | NJC Pt 30-36, depending on experience |
| Hours: | |  | | --- | | 37.5 hours per week (1.0 FTE) and such additional hours as are required by the business from time to time.  The hours will usually be worked Monday to Friday, 9am to 5pm.  There is a requirement to work flexibly to meet the needs of the service, the business and operational management. | |
| **Annual Leave:** | 26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days). |
| **Location:** | Corum Offices, Warmley and any other location reasonably requested by the organisation. [The role will require a significant amount of travel across the South Gloucester region and the use of a car and willingness to use it for the purposes of this role is an essential requirement] |
| **Pension:** | Contributory pension scheme (employer’s contribution 7% to a minimum 3% contribution from employee). |
| **Accountable to:** | Director of Treatment Services |
| **Accountable for:** | Engagement Team Leader, Data & Senior Triage Worker, Primary Care Service Lead, Clinical Lead Nurse, Throughcare Team Leader, OAD Project Co-ordinator, West of England Works Team Leader |

#### Principle Purpose of the Job

The Integrated Treatment Service Manager will be responsible and accountable for overall leadership, delivery and development of DHI’s South Gloucestershire Integrated Treatment Service. This includes line management of key DHI staff and operational co-ordination and oversight of the delivery of specialist and CQC regulated activities provided by sub-contracted specialist partners. The postholder will work closely with commissioners, DHI’s Clinical Lead and Treatment Services Director, primary care clinicians, DHI Team Leaders and other stakeholders within the wider multi-disciplinary system to deliver a safe, integrated, highly accessible, high quality and comprehensive treatment system.

The postholder will also manage the West of England Works training and employment service providing opportunities for meaningful occupational and employability to DHI service users.

#### Key Duties and Responsibilities

***Operational***

To lead, manage and develop a multi-disciplinary team of DHI Team Leaders and sub-contracted specialist Clinical Lead Nurse to build a forward looking, dynamic, competent and highly performing integrated treatment service that is consistent with commissioner requirements and service user presenting needs.

To ensure the delivery of an integrated recovery oriented treatment system.

To facilitate a culture of continuous performance improvement and to model and emulate DHI’s Vision and Values to staff, service users, sub-contracted and community partners.

To ensure that all key integrated treatment service functions and responsibilities, including CQC regulated activities and other specialist interventions are effective, evidence based and delivered to excellent quality standards in compliance with regulatory and good practice guidelines.

To oversee and monitor sub-contracts and service level agreements with a range of partners and to ensure that all contractual/reporting requirements are accurately completed and submitted in a timely manner.

Be the key contact point for commissioners, partners and wider stakeholders and to act as an ambassador for DHI in a variety of strategic and thematic multi-agency forums.

To develop and enhance constructive, positive links with community partners across South Gloucestershire, promoting a treatment service which is rooted in an asset based community development model

To ensure the service is managed within budget and to seek new opportunities to deliver more within the service contract and to attract additional funding to support agreed initiatives and developments where desirable

To lead on, understand fully, and ensure the key performance indicators set for the service are comprehensively understood and met across the system

To maintain professional curiosity and explore options for continuous improved service delivery, and staff and service user wellbeing and engagement at every opportunity

To work closely with GP’s and the Clinical Lead Nurse to ensure that strategic and operational integration is maximised and that the service is integrated within local and national strategic plans

To promote and publicise the services through the agreed communications plan and to develop referral and access opportunities so that the service maintains and increases its service user base.

**Staff Management**

To be overall responsible and accountable for the safe, efficient and effective management & deployment of staff within DHI’s South Gloucestershire Integrated Treatment Service ensuring full and adequate cover.

To effectively lead, motivate and line manage staff in their delivery of respective roles and responsibilities according to DHI policies and procedures.

To be responsible for the recruitment and induction of new staff within the team, following DHI’s agreed HR polices procedure and systems and in line with DHI’s values.

To develop staff through pro-active and robust performance review and appraisal, training, coaching, motivational techniques, team building and appropriate delegation.

Through regular review and 121/supervision to ensure robust performance monitoring and management to measure individual and individual team performance in line with strategic objectives, team targets and performance appraisal plans

**Monitoring & Administration**

#### Via effective line management, to be overall accountable and responsible for the timely and accurate provision of monitoring and reporting in line with agreed KPIs.

To ensure that effective systems and information governance arrangements are in place and adhered to

To oversee and contribute to the preparation and presentation of clear verbal and written reports, analysis and audits as requested by DHI’s CEO and Executive Team.

To attend meetings on behalf of the organisation and to feedback key information in a timely manner to DHI’s CEO and Executive Team

To lead, guide and oversee the development and implementation of effective and flexible systems and structures that are responsive to need.

#### Organisational Responsibilities

1. At all times adhere to DHI policies and procedures, with specific reference to:

* Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
* Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and all policies and procedures relating to Information Governance and security of data.
* Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI’s Equality and Diversity Policy.
* Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI’s Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
* Quality Assurance: to ensure all activities are managed in a way that supports DHI’s Quality Assurance systems.
* Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
* Lone Working: to work in accordance with the DHI Lone Working policy and procedures.

1. At all times adhere to contract requirements, relevant legislation, good practice, with specific reference to: The DoH Drug Misuse and Dependence – Guidelines on Clinical Management; Ethical Framework for Good Practice NTA, NICE.
2. Participate in the organisational planning processes and contribute to the establishment of DHI’s business plan.
3. To perform as part of the Corporate Services and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
4. To participate in regular supervision and support.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

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| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | **DEMONSTRATED BY (Application, Interview, exercise, other)** |
| **Experience** | Considerable experience of leading and managing recovery oriented adult treatment services  Demonstrable experience of working independently with a significant level of delegated authority  Experience of managing service implementations and/or turning around performance in teams  Experience of effective partnership working at a senior level  Experience of performance management of multi-disciplinary staff teams  Experience of data collection systems and information technology  Experience of meeting demanding targets and deadlines | Experience of working with substance users, homeless and/or ex-offenders  Experience in project management and developmen |  |
| **Knowledge** | Knowledge of and commitment to working within an Asset Based Community Development Model  Providing expert guidance on quality issues and concerns including in relation to Adult Safeguarding and Child Protection across a multi-agency system | A professional qualification in management, health, housing or social care |  |
| **Skills** | Exceptional leadership and change management skills  Excellent organisational and budgeting skills  Excellent written and verbal communication skills |  |  |
| **Values and behaviours** | Ability to see and take advantage of (strategic) opportunities whilst balancing risk and innovation  Flexible, proactive and responsive to change.  Works in a way that aims to maximise the potential of others in their role.  Commitment to equal opportunities and anti-discriminatory policy and practice. |  |  |
| **Other information** | Driving Licence with access to vehicle and willingness to use it for work travel. |  |  |