



Job Description and Person Specification Service Manager

POST: Service Manager (New Vision Bradford Partnership)
LOCATION: Keighley and Bradford
GRADE: 6; Salary: £32,130 (FTE)
HOURS: Full time, 35 hours per week

Purpose of the Job:

- Role is responsible for all day-to-day service delivery of a comprehensive project area/partnership.
- To manage lead and support a team of recovery, group and admin workers.
- To actively work with the Operational Leadership Team and support the Deputy Director(s) of Operations.
- To work closely with Partners, Funders, and other stakeholders to deliver and develop services in the specified area.
- To support and signpost individuals and families to engage with other supportive services.
- To take day to day responsibility for Health and Safety for the specified area of provision.

Main Duties

- Support and formally supervise workers and/or senior workers.
- Ensure that your team are supported to follow procedures and protocols.
- To support the health safety and wellbeing of your team and the staff within your project area.
- To review and assess the needs of people who use our services with an alcohol or drug problem within a variety of settings.
- To support people who use our services to improve general health, including dietary needs, personal hygiene.
- To support people who use our services to improve their social situation, including assistance with housing, benefits, accessing community services and budgeting.
- To work with people who use our services to remove any structural and social barriers to accessing treatment services.
- To support individuals and families to access appropriate treatment and recovery services.
- Keep accurate and confidential records including supervision and training records.
- Produce relevant documents and reports in support of the role.
- Work with colleagues to develop and improve services delivered.
- Attend and contribute to meetings with other staff and partners.

Project 6 is committed to being a safe, healthy, and non-discriminatory employer. You will need to abide by and role model our code of conduct, health and safety and HR Policies.



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Other specific duties:

Responsibility for day-to-day service delivery of the New Vision Bradford contract and operational oversight of Temple Street site(s).

PERSON SPECIFICATION

Listed below are the knowledge, experience skills and values you'll need to do this job, we will assess these through your application or through tests or interviews after shortlisting.

Knowledge	Method
N/SVQ level 3/degree in Health and Social Care or significant equivalent experience. Or Qualification in substance use treatment/support or significant relevant experience.	Application
Practical Knowledge of the challenges facing people who have difficulties relating to drug or alcohol use	Application Assessment
Experience	
A minimum of one year's experience of working with people individually or in groups with alcohol issues or personal lived experience.	Application
A minimum of one year's experience of providing therapeutic services to people experiencing difficulties with their use of substances.	Application and Assessment
Effectively using technology to manage a caseload and support individuals	Application
A minimum of two years' experience of managing at least one other person.	
Experience of managing premises, a site or project delivery.	Application
Skills	
Ability to effectively manage conflict.	Assessment
Ability to prioritise and support a complex caseload.	Assessment
Effectively supervision and leadership skills.	Assessment
Values	
A firm belief that all people matter	Assessment
An evidenced belief that everyone can change	Assessment
A track record of delivering on your commitments	Assessment
A personal commitment to equality, diversity and Inclusion	Assessment