



## Job Description

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| <b>JOB TITLE: SERVICE MANAGER</b>                    | <b>REPORTS TO: DIRECTOR OF CLINICAL SERVICES</b> |
| <b>ACCOUNTABLE TO: DIRECTOR OF CLINICAL SERVICES</b> | <b>DIRECTORATE: CLINICAL SERVICES</b>            |

### **JOB PURPOSE:**

The Service Manager is responsible for ensuring the delivery of an effective, responsive, safe and well led service that identifies, screens, and provides interventions for people at risk of developing gambling related problems, problem gamblers and others affected by problem gambling.

- To provide effective service and performance management of The Leeds Problem Gambling Hub
- To ensure effective leadership to staff teams that promotes team working, high quality outcomes, and a recovery-orientated service and workforce
- To lead on strategic planning, service development and innovation, performance improvement, partnerships, engagement and business growth
- To ensure that the service's key elements are integrated, effective and delivered to a high standard
- To ensure a service that works within a stepped care model, is strengths-based, recovery-orientated, change and outcomes-focused that promotes service users and communities as responsible co-producers of health, wellbeing, change and recovery from gambling related harms.
- To promote and ensure a collaborate way of working with our treatment partner, Leeds and Yorkshire Partnership NHS Foundation Trust
- To ensure a partnership working approach with statutory services, local professionals and community groups
- To ensure that underrepresented groups such as BME and Criminal Justice cohorts are identified and provided with gambling intervention
- To raise awareness of gambling related harms, early intervention/prevention, screening tools and treatment options locally

### **KEY DUTIES AND RESPONSIBILITIES:**

#### **Service management:**

- To ensure that the service is delivered in line with GamCare's identified objectives across service development, user satisfaction and participation, performance, quality, workforce, partnerships, learning and business development.

- To lead on service implementation and ongoing delivery, ensuring compliance with all requirements, within a wellbeing and recovery outcomes-focused framework.
- To provide strong leadership regards service development, supporting continuous improvement.
- To take overall responsibility for service and change management in line with organisational values and standards.
- To lead on the service's strategic business planning, including provision of regular business plans, in line with commissioner and organisational requirements.
- To lead on the development of a recovery and wellbeing culture via a change and outcomes focused approach.
- To proactively build and maintain collaborative partnerships with key partners, commissioners and community partners, through effective relationship management.
- To ensure that the treatment approaches, models and interventions delivered are appropriate, time-limited, evidence-based and effective.
- To actively manage diversity and promote equality and rights.
- To ensure service users and other stakeholders are involved in the design, ongoing improvement and evaluation of the service.
- To ensure adherence and implementation of all local, organisational and national policies.

**Performance and people management:**

- To ensure delivery of contractual targets, objectives and service specification.
- To lead a robust performance management approach at individual, team and service level.
- To provide professional leadership to direct reports and the wider staff team to ensure competence to meet and develop job roles.
- To provide direction and have oversight of staff members delivering services within the main hub and from smaller hubs.
- To ensure effective communication and engagement with staff, and dissemination of information.
- To be responsible for ensuring that risk management procedures (including child and adult safeguarding protocols) are consistently followed.

**Engagement:**

- To promote the service and GamCare within local and regional networks.

**Governance and reporting**

- To report directly to the Clinical Services Director
- To be responsible for contract performance, monitoring and reporting.

- To have overall responsibility for Safeguarding within the service and Health and Safety requirements for the workforce
- To communicate effectively (written and verbal) with relevant stakeholders regards performance and development, and on behalf of the service and GamCare.
- To use service data to facilitate business decisions and reporting and identify trends
- To effectively manage governance and quality across the service.
- To understand key financial issues, including service budget, value, efficiency and risk.

## **Person Specification: Experience, Skills**

### ***Essential***

#### ***Qualification***

- Professional qualification in health or social care or allied field
- Or
- NVQ level 5 or equivalent

#### ***Experience***

- Experience of managing treatment services within Health and Social Care field
- Experience of supervising staff
- Experience of performance management
- Experience of contract management
- Experienced of managing and building good relationships with key partners and stakeholders
- Experience of managing projects
- Experience of working with vulnerable cohorts within any one of the following groups, gambling, mental health, substance misuse, criminal justice, domestic abuse/safeguarding, homelessness/housing

#### ***Skills***

- Excellent Leadership skills
- Excellent Project management skills
- Ability to understand and interpret data
- Excellent communication (verbal and written) skills
- Perseverance and resilience
- Excellent presentation skills
- Genuine interest in working within the field of Gambling addiction, treatment, early intervention and prevention.
- Ability to take a non-judgemental approach to gambling, problem gambling and problem gamblers

#### ***Desirable***

- Experience in the field of gambling addiction, or addictions more generally