

Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

Job Title;	Derbyshire Low Level Support Service (LLSS) – Service Manager
Salary;	£32,550
Hours of work;	37.5 hours per week
Responsible to;	Health Services Manager - Citizens Advice Mid Mercia
Location;	Blended–working from home and within the community. Role may involve work/travel across Derbyshire and occasionally beyond.
Start Date;	1 st April 2024

The Service Aim

Derbyshire County Council have funded a 3-year Low Level Support Service for anyone over the age of 18 who require support to remain living independently in their home.

The Service, working in partnership with **South Derbyshire CVS** and **Revival**, equitably across Derbyshire will deliver targeted, time limited, low level housing related support service across all tenure, to enable people to live safely and independently in their own home and preferred community for as long as practicable.

The service will work proactively in an asset and strengths-based way with people to identify and agree their future support needs or to respond pro-actively to more urgent presenting needs. The service will work on a tiered approach being a more intensive service initially working through to a managed exit strategy – by a review of the person's circle of support, community engagement and check-in's at agreed points and post exiting the service.

- 1) Crisis Response this is not emergency response but giving support up to 6 weeks
- 2) Standard support giving support for up to 12 weeks
- 3) Follow Up options up to an additional 12 weeks of support if needed

The Service will provide information, advice and support to ensure people's home environments are safe, suitable and maintained/adapted to meet their needs – including referring to relevant services/providers to enable those interventions to be delivered.

<u>The Role</u>

We are currently seeking a dynamic and experienced **Service Manager** for our Low-Level Support Service. Key responsibilities include:

Operational Leadership: Provide leadership and direction to the support team, including 2 partners (South Derbyshire CVS / Revival) and commissioners to ensure the efficient delivery of services in line with contractual requirements.

Community Engagement: Facilitate initiatives to support individuals in remaining independent, engaging with the community, and developing and enhancing community assets.

Collaboration with Local Services: Actively engage with local services, partners, grass root organisations to reduce hospital admissions and support individuals with identified housing needs arising from crisis situations or significant changes in circumstances.

Service Delivery

- > Day to Day oversight of the contract for the Low-Level Support Service
- > Responsible for service-performance, including partner delivery, identifying and mitigating risks
- Report performance against targets/KPIs to the Health Services Manager, Chief Operating Officer and commissioners
- Attend agreed training and cascading where agreed;
- > Acting as named contact for relevant commissioners / partners
- Providing appropriate support for staff development;
- Provide practical support to ensure recording of service outcomes
- Ability to produce a range of reports in line with organisational, contractual and commissioner's requirements.
- Support with the creation / expansion of a Voluntary, Community, and Social Enterprise (VCSE) service directory to facilitate referrals for holistic support

Other duties and responsibilities

- > Promote the aims, policies, and membership requirements of the CAMM service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Be part of the operational team with CAMM

Staff Management

- Formally line manage 6 support workers and the Service information and promotion co-ordinator (2 NED / 2 Chesterfield / 2 Bolsover)
- To undertake regular staff meetings in line with the organisation's quality expectations including partnership/ operational / team and commissioner meetings.
- To performance manage staff as per sickness, capability and disciplinary policies and procedures as per organisational policies
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development
- > Encourage good teamwork and lines of communication between all members of staff
- > Ensure recruitment, training and induction of new staff as appropriate

PERSON SPECIFICATION – SERVICE MANAGER

	
Skills	Partnership working skills
	Effective planning, task and time management skills, the ability to meet
	deadlines
	Excellent IT skills including the use of databases to record and report case
	information.
	Excellent verbal and written communication skills.
	The ability to work within a team and on own initiative
	Proven ability to identify challenges and implement effective solutions.
	Sound decision-making skills in complex situations.
	> Ability to analyse and interpret complex information and produce and
	present clear reports verbally and in writing;
Communication	Excellent interpersonal skills showed by the ability to engage and build
	positive relationships effectively strong with service users, team
	members, and stakeholders including VCSE / health sector.
	> Demonstrated ability to collaborate with local services and external
	partners.
	Experience in working with multidisciplinary teams.
Leadership and	Ability to lead and contribute to a team, including the ability to prioritise
Management	own work and the work of others
	Proven ability to manage people including the ability to recruit, develop
	and motivate staff
	Experience in project management and implementation
Knowledge	Good understanding of local Safeguarding procedures and
	responsibilities.
	Good understanding of the Derbyshire Health and Social Care system
	including services which are available to people locally
	> Have a dedicated approach and awareness of equality, diversity and
	inclusion
Compliance	Abide by safeguarding, GDPR, and health & safety guidelines and share
	responsibility for own safety, that of colleagues and clients
	Be prepared to travel – hold full UK driving license, have access to own
	vehicle and business insurance

\succ The ability to commit to, and work within, the aims, principles and
policies of the CAMM service

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members. Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth. Citizens Advice Mid Mercia has over 78 members of staff and many volunteers delivering services from four main offices and community venues.

Our CORE values.

✓ Communicate: We will be consistent, positive, passionate, and listen.

 \checkmark Ownership:We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

 \checkmark Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

 \checkmark Effective: We will deliver quality, focus on detail and be professional.

Probation Period: 9 months – with possible extension if performance review is required.

Benefits: 28 days annual leave plus bank holidays pro rata. Up to 5% pension contribution, access to 24/7 counselling service.

Positive Employment: We welcome applications from people with disabilities and a variety of backgrounds. In accordance with Citizens Advice national policy, the successful candidate will be screened by the DBS.

Want to chat about this role? If you want to chat about the role further, you can contact:

Elizabeth Holt (Development Manager) 07841 918993 or Davina Lucas (Health Services Manager) 07947 950973

To apply: application form - <u>https://www.citizensadvicemidmercia.org.uk/vacancies/camm-application-</u> <u>form/</u>

Or visit our website for more details - https://www.citizensadvicemidmercia.org.uk/vacancies/#apply