



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.

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

## The Role

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

<b>Skills</b>	<ul style="list-style-type: none"> <li>➤ Partnership working skills</li> <li>➤ Effective planning, task and time management skills, the ability to meet deadlines</li> <li>➤ Excellent IT skills including the use of databases to record and report case information.</li> <li>➤ Excellent verbal and written communication skills.</li> <li>➤ The ability to work within a team and on own initiative</li> <li>➤ Proven ability to identify challenges and implement effective solutions.</li> <li>➤ Sound decision-making skills in complex situations.</li> <li>➤ Ability to analyse and interpret complex information and produce and present clear reports verbally and in writing;</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>➤ 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.</li> <li>➤ Demonstrated ability to collaborate with local services and external partners.</li> <li>➤ Experience in working with multidisciplinary teams.</li> </ul>
<b>Leadership and Management</b>	<ul style="list-style-type: none"> <li>➤ Ability to lead and contribute to a team, including the ability to prioritise own work and the work of others</li> <li>➤ Proven ability to manage people including the ability to recruit, develop and motivate staff</li> <li>➤ Experience in project management and implementation</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>➤ Good understanding of local Safeguarding procedures and responsibilities.</li> <li>➤ Good understanding of the Derbyshire Health and Social Care system including services which are available to people locally</li> <li>➤ Have a dedicated approach and awareness of equality, diversity and inclusion</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>➤ Abide by safeguarding, GDPR, and health &amp; safety guidelines and share responsibility for own safety, that of colleagues and clients</li> <li>➤ Be prepared to travel – hold full UK driving license, have access to own vehicle and business insurance</li> </ul>

