



Mid Mercia

Guidance, Advice, Information and Network (GAIN) Project

Job Title: Service Manager

Responsible to: Advice Service Manager

Salary: £33,000 plus travel expenses

Contract Duration: 5 years (plus additional 2 years dependent on funding)

Job location: Hybrid: Outreach/Remote

Work Pattern: 37.5 hours per week

The Service:

Funded jointly by Adult Social Care and Public Health this service will provide ongoing person-centered information, advice, and guidance to help adults aged 25+ including singles, couples (and their pets) and older adults 65+ with support needs to maintain accommodation, improve health and wellbeing, and set achievable goals, preventing the need for crisis intervention.

Supporting people across the 4 main quadrants of Birmingham, the service will provide accessible information, advice and guidance through a range of channels that include telephone, web, and face to face from multiple community outreach venues.

The service will provide personalized practical support that includes assisting vulnerable people to navigate and gain access to appropriate resources and networks within their local area, for example, healthcare, debt advice, and employment.

Role purpose:

Working alongside multi-agency teams, the service will provide flexible, personalised support to address complex needs and improve the overall health and wellbeing of vulnerable clients who have multiple disadvantages including but not limited to; digital, financial, and social exclusion, support needs, experiencing domestic abuse, care leavers.

The Service Manager will be responsible for leading and managing a team of Community Advisors, ensuring the delivery of high-quality early advice and support to improve the health and wellbeing of multiple disadvantaged vulnerable adults living within Birmingham.

The role will play a crucial part in building and maintaining relationships with our delivery partner – Age UK Birmingham, commissioners, multi-agency teams, and local support and community organisations across the city.

The Service Manager will ensure equitable service provision through the coordination of Community Advisors across the City's 4 main quadrants and with close monitoring of effective and efficient service delivery in line with contractual obligations.



Main Duties and Responsibilities:

Responsibility	Details
Leadership & Service Management	<ul style="list-style-type: none"> • Provide visible service leadership • Directly line manage up to 6 FTE staff (Community Advisors/Assessor) • Ensure effective collaborative working to deliver high-quality support • Continually gather service data and monitor performance • Develop reports on progress/delivery for Commissioners, Collaboratives and senior management • Be part of the Citizens Advice Mid Mercia Operational Team
Partnership & Stakeholder Engagement	<ul style="list-style-type: none"> • Expand existing relationships and establish new connections • Work alongside our delivery partner Age UK Birmingham ensuring collaborative working • Develop and maintain a professional relationship with commissioners • Attend local meetings and events to raise awareness of the service
Performance Monitoring & Reporting	<ul style="list-style-type: none"> • Monitor staff capacity through supervision and team meetings • Conduct monthly random case checks to analyse service quality • Review training records and ensure staff complete necessary training • Implement monitoring systems for service outputs, outcomes and impact • Continually gather service data and monitor performance • Implement mitigating actions for any performance concerns
Service Development & Community Engagement	<ul style="list-style-type: none"> • Propose and implement service delivery improvements based on feedback • Ensure the service is inclusive and accessible to all communities • Conduct community mapping to identify hard-to-reach areas • Develop targeted campaigns for community-specific needs

Risk Management & Compliance	<ul style="list-style-type: none"> • Maintain and review the service Risk Register • Implement mitigating actions for identified risks • Ensure adherence to organisational policies and procedures • Maintain compliance with Equality, Diversity and Inclusion • Manage budgets
General	<ul style="list-style-type: none"> • Comply with all the organisation's published policies and procedures, <i>Health and Safety, Confidentiality, and Equal Opportunities</i>. • Comply with organisational, statutory and legislative requirements • Maintain regular contact with voluntary and statutory agencies. • Undertake other such duties as may be required to ensure the effective delivery and development of the service • Promote the aims, principles and membership requirements of the CAMM Services

CORE VALUES

All members of the organisation will commit to:

- **Communicate:** We will be consistent, positive, passionate and listen.
- **Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.
- **Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.
- **Effective:** We will deliver quality, focus on detail and be professional.

Person Specification		Essential	Desirable
1.	Successfully leading teams and managing people	✓	
2.	Strong understanding of person-centered, support planning and trauma-informed practice	✓	
3.	Excellent communication and interpersonal skills	✓	
4.	Proficiency in data analysis, performance monitoring, and reporting of outputs / outcomes (including use of case management systems)	✓	
5.	Knowledge of the wider health and social care system in Birmingham	✓	
6.	Experience in multi-agency collaboration and partnership working with Local Authority teams and organisations to build positive relationships	✓	
7.	Managing complex and confidential information with discretion and personal integrity	✓	
8.	Exceptional knowledge of safeguarding and experience in adherence to local Policies and procedures	✓	
9.	Proficient user of case management systems and Office 365 applications	✓	
10.	Significant experience in managing community-based health and wellbeing services		✓