



Job Title: **Service Manager**

Salary: **£31,122 - £33,800 pa**

Hours of Work: **37.5 hours per week**

Contract Duration: **1<sup>st</sup> July 2025 – 30<sup>th</sup> June 2028** (potential extension for a further 2years dependent on funding)

Location: Hybrid working - **remote and outreach locations across Coventry.**

Applications Closing Date: **Rolling recruitment until successful candidate found**

Start Date: **ASAP**

<b>Service Aim</b>
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Commissioned by Coventry City Council, Healthwatch Coventry's statutory functions are to:

- ✓ Obtain the views of people about their needs and experience of local health and social care services. Local Healthwatch make these views known to those involved in the commissioning and scrutiny of care services.
- ✓ Make reports and make recommendations about how those services could or should be improved.
- ✓ Promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services.
- ✓ Provide information and advice to the public about accessing health and social care services and the options available to them.
- ✓ Make the views and experiences of people known to Healthwatch England, helping us to carry out our role as national champion.
- ✓ Make recommendations to Healthwatch England to advise the CQC to carry out special reviews or investigations into areas of concern.

<b>The Role</b>
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The Service Manager will lead and manage the Healthwatch Coventry service in accordance with its statutory duties, service specification and performance requirements. Healthwatch Coventry will ensure that the voices of local communities are heard and acted upon by health and social care decision makers.

The Service Manager will lead the Healthwatch Coventry staff team and Independent Health Complaints Advocacy Service with responsibility for day-to-day operations, staff development, collaboration with stakeholders, quality assurance, accountability, and performance requirements.

## General Responsibilities

### Leadership & Service Management

- ✓ Provide strategic leadership and management to ensure the delivery of Healthwatch Coventry's statutory functions
- ✓ Directly line manage the Healthwatch Coventry team of staff and volunteers, ensuring that resources meet organisational objectives and statutory requirements
- ✓ Ensure effective collaborative working to deliver high-quality support
- ✓ Have a good understanding of legislation, regulations and best practice to ensure compliance and impact of Healthwatch
- ✓ 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

- ✓ Develop and maintain relationships with key stakeholders, including local authorities, NHS organisations, and community groups
- ✓ Develop and maintain a professional relationship with commissioners
- ✓ Work closely with the Healthwatch Coventry Steering Group to develop and update the Healthwatch Business Plan
- ✓ Attend local meetings and events to raise awareness of the service

### Performance Monitoring & Reporting

- ✓ Oversee the collection and analysis of public feedback on health and social care services
- ✓ Monitor staff capacity through supervision and team meetings
- ✓ 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
- ✓ Update and report into the Healthwatch Coventry Steering Group on activity progress, outcomes and trends

### Service Development & Community Engagement

- ✓ 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
- ✓ Oversee community engagement work ensuring that activities align with the Healthwatch work plan and KPI's

### Risk Management & Compliance

- ✓ 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

- ✓ Comply with all the organisation's published policies and procedures, *Health and Safety, Confidentiality, and Equal Opportunities*.
- ✓ 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

<b>Person Specification</b>
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**Essential**

- ✓ Successfully leading teams and managing staff and volunteers
- ✓ Excellent communication and interpersonal skills
- ✓ Proficiency in data analysis, performance monitoring, and reporting of outputs / outcomes (including use of case management systems)
- ✓ Knowledge of the wider health and social care system in Coventry
- ✓ Experience in multi-agency collaboration and partnership working with Local Authority teams and organisations to build positive relationships
- ✓ Exceptional knowledge of safeguarding and experience in adherence to local policies and procedures
- ✓ Proficient user of case management systems and Office 365 applications
- ✓ A proactive, solution-focused, and positive approach to challenges

**Desirable**

- ✓ Previous experience in a similar role
- ✓ Proven ability to gather and analyse public and patient experiences to inform service delivery and influence policy

In accordance with Citizens Advice national policy, the successful candidate will be screened by the DBS.

**Probation Period:** 9 months

**Benefits:** 28 days annual leave plus bank holidays pro rata, up to 5% pension contribution.

<b>Overview of Citizens Advice Mid Mercia</b>
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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 Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 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.
- ✓ **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.

**Positive Employment**

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

<b>To Apply</b>
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If you want to chat about the role further, you can contact:

- Elizabeth Holt (Head of Implementation & Operations) 07814 918993
- Emma Crosby (Bid Writer) 07749 302538

**Please visit our website to complete an application form:**

<https://www.citizensadvicemidmercia.org.uk/vacancies/>