



Service Development Manager

(Salary as advertised)

London

37.5 hours per week

Fixed Term

1. Main purpose of the role

To support the delivery of WDP's strategic objectives, including service development and specific projects. You will oversee designated work streams and support services with change management and quality improvement. Working alongside the Senior Management Team and Service Managers you will lead on implementing systems, pathways and processes that support sustainable service improvement, quality and effectiveness.

This is an important role within WDP that will be critical in shaping the current and future services that we deliver. WDP prides itself as being an organisation that proactively develops services and interventions around service user need, and this role is the key conduit within the organisation to make this happen.

As Service Development Manager, you will support the planning, mobilisation, implementation, delivery and management of WDP services. You will lead on the development of systems and processes to ensure that contractual Key Performance Indicators are achieved, working alongside sub-contractors, staff and service users. Ensuring that care is of the highest quality, ensuring CQC compliance and that the systems in the service are geared to delivery in line with the service specification.

As Service Development Manager you will have responsibility for building and leading on WDP's strategic goals which includes:

- **Ensuring Safety** for service users and staff
- **Improving the Effectiveness** of the service against contract and service specification and evidenced in performance reports
- **Enhance the experience** of service users, staff, partnerships and key stakeholders who are interact with the service
- **Deliver Value** for all

This is an important leadership role and you will be required to skilfully manage and deliver our service model, embedding a shared vision for the service, communicating it effectively and consistently to staff, service users and stakeholders.

You will be required to work 37.5 hours per week and to organise your time in such a way as to complete tasks within the working week. Flexibility in the hours worked will be expected of the post holder, including availability at evenings and weekends for key events and meetings.

2. Reporting and working relationships

<p>Reporting relationships:</p> <ul style="list-style-type: none"> ▶ Reports to Head of Services 	
<p>Working relationships:</p> <ul style="list-style-type: none"> ▶ Commissioners and PHE ▶ Line Manager ▶ Team ▶ Service Users ▶ Volunteers ▶ Partner Agencies ▶ Wider Health and Recovery Services 	
<p>3. Role-specific responsibilities</p>	
<p>3.1</p>	<ul style="list-style-type: none"> ▶ To project manage specific work projects which constitute a programme of development and improvement as identified by the Head of Services.
<p>3.2</p>	<ul style="list-style-type: none"> ▶ Evidence the ability to work autonomously and respond flexibly in a rapidly evolving environment
<p>3.3</p>	<ul style="list-style-type: none"> ▶ Ensure all Interventions are delivered in line with contractual and service level agreements.
<p>3.4</p>	<ul style="list-style-type: none"> ▶ Lead on the implementation and mobilisation of newly commissioned services.
<p>3.5</p>	<ul style="list-style-type: none"> ▶ Responsible for adherence to local and organisational Safeguarding policy and procedure and regular review

3.6	▶ Lead on the change management processes and implementing new service models efficiently and on time.
3.7	▶ Hold and communicate the vision for quality and delivery of service, leading through example and best practice holding yourself and others to account.
3.8	▶ Adhere to and ensure the implementation of WDP policies and procedures.
3.9	▶ Take responsibility for own professional development and seek new learning opportunities.
3.10	▶ Share knowledge and best practice with team and across WDP / partnership agencies.
3.11	▶ Motivate and support the development of a learning culture in the team.
3.12	▶ Demonstrate a solid understanding of the mission, vision and values of the organisation and understand how you contribute towards them.
3.13	▶ Understand and deliver against SLAs, KPIs, and all other agreed outcomes, and identify areas of poor performance and develop and work through action plans to address underperformance.
3.14	▶ Identify gaps/barriers in service delivery/client pathways and take steps to improve service.
3.15	▶ Undertake regular performance reviews and audits to identify and address any areas of risk.
3.16	▶ Formulate and implement operational delivery plans to ensure the WDP service is delivered in line with contractual and service level agreements.
3.17	▶ Manage the delivery of all services to relevant quality standards as issued by NICE, CQC, Department of Health, Public Health England and all other relevant public bodies.
3.18	▶ Provide monthly, quarterly and bespoke ad-hoc reports to key stakeholders and other parties on request.
3.19	▶ Ensure effective management of data and performance linked to contractual targets and other key performance indicators.
3.20	▶ Understand and implement new performance and monitoring processes as and when required.
3.21	▶ To represent and promote WDP in the substance misuse field in both the statutory and non-statutory sector.
3.22	▶ To liaise with key stake holders and commissioners, networking with other service providers and developing healthy partner relationships.
3.23	▶ To ensure that WDP's Equal Opportunities policy is incorporated into daily work practice at all times
3.24	▶ To work within WDP's policies and procedures.
3.25	▶ To undertake any reasonable requests and duties that may be required of the Service Development Manager.
3.26	▶ To ensure the service is compliant with local information sharing agreements
3.27	▶ To ensure compliance with Infection Prevention and Control measures

4. WDP's commitment to you

WDP works within the following framework and requires all employees to do the same.

4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP's services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>

5. Your commitment to WDP

5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p>

	Observing professional integrity in relationships with service users, peers and other relevant professionals.
5.4	<p><u>Health & Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
5.7	<p><u>Continuous Professional and Personal Development</u></p> <p>Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.</p>
<p><i>The above is an outline of the post holder’s duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i></p>	
<p>Person specification</p> <p>Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).</p> <p>Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.</p>	
1.	Education, knowledge and experience
1.1	<p>A minimum of three years’ experience of leadership and management within drug or alcohol treatment services with the understanding of recovery-focused service delivery in the community.</p>
1.2	<p>Experience of building and maintaining partnerships with statutory and non-statutory organisations, including housing, criminal justice, treatment and health.</p>

1.3	Experience of achieving and maintaining exceptional performance against KPIs.	E	A/I
1.4	A proven commitment to diversity and an understanding of Equal Opportunities policy and practice.	E	A/I
1.5	Evidence of knowledge of understanding of audit frameworks and guidance relating to drug and alcohol services (particularly CQC.)	E	A/I
1.6	A focus on the needs of the service user.	E	A/I
1.7	A relevant professional qualification, (RMN, Social Work, or management qualification).	D	A/I
1.8	A working knowledge of NDTMS and understanding of PHOF	E	A/I
1.9	Project management experience, in particular, mobilisation / implementation of substance misuse treatment services.	E	A / I
1.10	Experience of service development within the field of substance misuse.	E	A/I
1.11	Demonstrable ability to recognise and plan for future service demands and developments.	E	A/I
2. Abilities and skills			
2.1	Experience of writing clear written reports for a range of audiences.	E	A/I
2.2	Experience of working with and supporting meaningful Service User Involvement.	E	A/I
2.3	High degree of personal IT competency	E	A/I
2.4	Ability to plan and prioritise own workload and maintain tight deadlines.	E	A/I
2.5	Experience of using case management systems eg ILLY, Theseus, BOMIC	E	A/I
3. Working within WDP's framework of commitments to employees			
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I

3.3	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I		
4.	Circumstances				
4.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I		
4.2	A flexible approach to workload.	E	A/I		
			Authors		
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	1.2	20/03/17	TM		