

<b>JOB DESCRIPTION</b>	
<b>JOB TITLE:</b> Senior Services Manager	<b>REPORTS TO:</b> Head of Clinical Services
<b>Accountable to:</b> Director of Clinical Service	<b>TEAM:</b> Clinical Services
<p><b>JOB PURPOSE:</b></p> <p>The post holder will be responsible for ensuring the delivery of effective, responsive, safe and well led clinical services that identify, screens and provides interventions for adults at risk of developing gambling related problems, problem gamblers and others affected by problem gambling.</p> <p>The post holder will be required to work flexibly to meet the needs of the service with some evening, and weekend work expected on occasion, as well as travel across the UK to attend meetings and services within the post holder portfolio.</p> <p>This post will line manage Directly Delivered Treatment Services Team Leaders and Managers and the computerised CBT Programme (GameChange) Team Leader.</p> <p>This post will be part of the senior management on call rota.</p> <p>In addition to</p> <ul style="list-style-type: none"> <li>• Ensuring effective service and performance management</li> <li>• Ensuring effective leadership to staff teams that promotes team working, high quality outcomes, and a recovery-orientated service and workforce</li> <li>• Leading on strategic planning, service development and innovation, performance improvement, partnerships, engagement, and business growth</li> <li>• Ensuring that the service's key elements are integrated, effective and delivered to a high standard</li> <li>• Ensuring a service that works within a stepped care model, is strengths-based, recovery-orientated, change and outcomes-focused</li> <li>• Ensuring a collaborative way of working with GamCare colleagues and our treatment partners</li> <li>• Ensuring a partnership working approach with statutory services, professionals, and community groups</li> <li>• Ensuring that underrepresented groups such as BAME and Criminal Justice cohorts are identified and provided with gambling intervention</li> <li>• Raising awareness of GamCare services</li> <li>• Provide out of hours on-call support to clinical teams, as per rota</li> </ul>	
<p><b>RESPONSIBILITIES:</b></p> <p><b>Service Management:</b></p> <ul style="list-style-type: none"> <li>• To ensure that services are delivered in line with GamCare's identified objectives across service development, user satisfaction and participation, performance, quality, workforce, partnerships, learning and business development.</li> <li>• To ensure that service delivery is effective, responsive, and safe</li> <li>• To provide strong leadership with regards to service development and supporting continuous improvement.</li> </ul>	

- To take overall responsibility for the services and change management in line with organisational, strategic business plan, values, and standards.
- To ensure that the treatment approaches, models, and interventions delivered are appropriate, time-limited, evidence-based and effective.
- To actively manage diversity and promote equality and rights.
- To ensure adherence and implementation of all local, organisational, and national policies.

**People Management:**

- To lead a robust performance management approach at individual, team, and service level.
- To provide professional leadership to direct reports and the wider staff team to ensure competence to meet and develop job roles.
- To ensure effective communication and engagement with staff, and dissemination of information.
- To be responsible for ensuring that risk management procedures (including child and adult safeguarding protocols) are consistently followed.

**Engagement:**

- To promote the service and GamCare within local and regional networks.
- To proactively build and maintain collaborative partnerships with key partners, commissioners, and community partners, through effective relationship management.
- To ensure service users and other stakeholders are involved in the design, ongoing improvement, and evaluation of the service.

**Governance and Reporting:**

- To report directly to the Head of Clinical Services
- To be responsible for contract performance, monitoring and reporting.
- To have overall responsibility for Safeguarding and Risk within the service and Health and Safety requirements for the workforce
- To communicate effectively (written and verbal) with relevant stakeholders regards performance and development, and on behalf of the service and GamCare.
- To use service data to facilitate business decisions and reporting and identify trends
- To effectively manage governance and quality across the service.
- To understand key financial issues, including service budget, value, efficiency and risk.

The post holder will be required to undertake any other additional duties as and when required directed by your manager

**To be noted**

This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the Head of Clinical Services

# Person Specification - SENIOR SERVICES MANAGER

<b>Qualifications</b>
a) Professional qualification (NVQ Level 5 above) in Psychology, Addictions, Social Work, Nursing, Health & Social Care, Public Health, Leadership/Management
<b>Knowledge and Experience</b>
<i>Personal statements must demonstrate how each criteria are met</i>
a) Significant experience of managing treatment services within the Health and Social Care field (addictions, mental health, criminal justice, vulnerable adults, social care, homelessness)
b) Experience of managing multi - disciplinary teams
c) Experience of supervising staff
d) Experience of managing clinical risks associated with service delivery and/or client work
e) Experience of producing quarterly reports
f) Experience of performance management
g) Experience of contract management
h) Experience of managing projects
i) Experienced of managing and building good relationships with key partners and stakeholders
j) Experience of working with vulnerable cohorts within any one of the following groups, gambling, mental health, substance misuse, criminal justice, domestic abuse/safeguarding, homelessness/housing
<b>Skills and Abilities</b>
<i>Personal statements must demonstrate how each criteria are met</i>
a) Excellent Leadership skills
b) Ability to undertake case management and service audits
c) Ability to investigate service incidents
d) Ability to understand and interpret data
e) Excellent communication (verbal and written) skills
f) Perseverance and resilience

- g) Excellent presentation skills
- h) Ability to work effectively within a fast-paced environment
- i) Genuine interest in working within the field of Gambling addiction, treatment, early intervention, and prevention.
- j) Ability to take a non-judgemental approach to gambling, problem gambling and problem gamblers

**Desirable**

- a) Experience in the field of gambling addiction, or addictions more generally