



The Forward Trust Job Description

Position Title	Service Manager (Surrey Region)	Reports to	Regional Manager
Location: Surrey - HMP Highdown			

Introducing Forward Trust

We are The Forward Trust (formerly RAPt and Blue Sky), the social enterprise with charitable status that empowers people to break the often interlinked cycles of crime and addiction to move forward with their lives. For more than 25 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

Role/Team Overview

The Forward Trust provide both clinical and psychosocial Substance Misuse Services across Surrey Prisons in partnership with NHS Trust healthcare providers. Each service operates a Health and Wellbeing framework taking a trauma informed and gender responsive approach to delivery of a wide variety of interventions and integrated pathways tailored to meet specific needs of each prison and individual service users. With pro-active partnership working a key aspect in the delivery of these services multi-disciplinary working across mental health, healthcare services and the prison is essential.

You will be based on site working within a team that have a broad skills mix to deliver combined psychosocial and clinical interventions providing recovery-orientated Health and Wellbeing Services to service users aged 18 and over at: **HM Prison High Down, High Down Lane, Sutton, Surrey SM2 5PJ**. HMP Highdown is a category C men's training / resettlement prison. It is located on the outskirts of Banstead in Surrey. It is a dynamic and forward-thinking men's prison which has undergone a recategorisation and accommodates a diverse and complex population of sentenced male prisoners.

You will be responsible for:

- Line managing Team Leaders within your Service.
- Contributing to solving strategic challenges and Forward's business plan, in collaboration with the Regional Manager.
- Developing and advancing relationships with key stakeholders within your service
- Producing performance reports for commissioners and attending contract meetings.
- Ensuring data accurately reflects output and is submitted within set deadlines, which includes ensuring services are audit compliant and meet all CQC requirements.

The Service is a CQC registered site and you will be expected to assume the role of CQC registered manager upon completion of probation or agreed timescale with the Regional Manager.

Some flexibility of delivery may be required within the role which may include evening/weekend shifts depending on the individual service. You may also be required with reasonable notice to travel to other projects in your cluster to deliver services, enabling continuity of care for the client group.

Accountabilities

Strategy

- Actively manage the relationship with Prison and Probation Service Personnel, Commissioners, and representatives from other agencies to ensure Forward services fit into the overall structure of drug and alcohol services provided in the area
- Attend community and prison based meetings to represent Forward's interests
- Monitor the performance of the project against the Service Level Agreement ensuring that contractual targets are met
- Communicate all new developments to all members of your team
- Make full use of the support offered by head office functions to enable a coherent and sound application of support services within the units.

Departmental Management

- Work with the highest regard to safety and to minimise risk, taking responsibility for the welfare and safety of employees, volunteers and public in contact with Forward
- Ensure that departmental meetings are facilitated on a regular basis
- Oversee and ensure effective management of the Forward unit for which you are responsible
- Take on other reasonable tasks and responsibilities as deemed appropriate by the Regional Manager
- In consultation with the Regional Manager and the HR department, to take part in the recruitment and training of new staff, ensuring that Forward's commitment to equal opportunities is honoured at all times

Performance Management and Personal Development

- Conduct quarterly performance reviews with Team Leader/s and Health and Wellbeing Practitioners which is supportive of their continued professional development
- Set team and individual objectives in line with strategic priorities
- Meet targets and deadlines agreed with the and in accordance with work plans and departmental standards
- Ensure poor performance and team dynamics are managed appropriately creating positive working environments which encourage employee engagement to optimise the performance of services

Quality Assurance and Safety

- Ensure that case management interventions are delivered in accordance with the needs of the service users, audits and CQC

- Ensure that programmes are delivered in accordance with the needs of the service users, are audit and CQC compliant, and meet contractual obligations
- Ensure that actions following on from your service audits are implemented and any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the services to ensure continuous improvement
- Manage subcontractors to ensure the collection of relevant statistical data
- Alert the Regional Manager to any significant risks or problems arising in the course of managing and monitoring the services
- Abide by all Forward's policies and procedures and encourage others to do the same
- Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to the Regional Manager and (where appropriate) the Head of Governance, in accordance with Forward's risk management protocols
- Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area
- Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice
- Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities
- Carry out an on-going review of the overall effectiveness and efficiency of the service provision and develop appropriate responses in collaboration with the Regional Manager and other relevant head of functions where required.
- Keep up to date technically on all relevant matters and strive for continuous professional development

Administration

- Ensure that resources are allocated so that contractual targets are met in line with Service Level Agreements
- Manage employee files and information via Cascade
- Ensure compliance in relation to data management within the System one healthcare system
- Ensure accurate data is collected for NDTMS through DET/NEBULA and DAMs systems as required.
- Ensure reports are submitted to the Regional Manager, Senior Management Team, Trustees, and Commissioners in accordance with deadlines

Systems and Policy

- Work towards Forward's mission and values within current policies and good practice
- Ensure clear working practices are set up within the service to enable the smooth running of the service
- Ensure that joint working policies are implemented and agreed with all relevant departments

Other

- Take on other reasonable tasks and responsibilities as deemed appropriate by the Regional Manager

Role Criteria

Below is a list of the criteria required to apply for this role; please address each of these points in your application.

Criteria Requirement	
E	Essential Criteria
D	Desirable Criteria
Criteria Measure	
A	Application
I	Interview
T	Test

Knowledge, Skills and Experience		
A thorough understanding of the requirements of providing drug and alcohol services, including addiction treatment programmes preferably within a prison setting	E	A/I
Previous experience of developing and implementing service improvements	E	A/I
Demonstrable experience in the management of people and performance	E	A/I
Experience of overseeing the collection, recording and collating of information, including statistical data, for audit, research and reporting purposes	E	A
Ability to focus on key issues quickly and clearly using a positive problem solving approach	E	I/T
Effective negotiating and influencing skills	E	I/T
Understanding of Psychosocial and 12 step interventions and community provision	E	A/I
Experience of supervision of therapeutic group work of others and proven human resources management skills	E	A/I
Experience of working within the voluntary sector	E	A
Demonstrable experience of understanding of and sensitivity to diversity and equality issues	E	A/I
Knowledge and experience of formal procedures and policy	E	I/T
Working knowledge of using Microsoft office packages and database monitoring systems	E	A/I/T
Experience of strategic partnership building	D	A/I

A thorough understanding of CQC audit baselines and experience of ensuring units are CQC compliant	D	A/I
A thorough understanding of relevant legislation and local/national best practice standards	D	I
A thorough understanding of Service user led support groups and their role in maintaining ongoing recovery	D	I
Experience of supervision of the clinical work of others	D	A/I
Understanding of the human resource and finance function within a contract setting	D	A/I
Working knowledge of an HR database	D	A
Personal Attributes		
Proactivity – Quick thinking with a high level use of initiative	E	A/I
Resilience – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	A/I
Adaptability – Can work in fast-paced changing environments	E	A/I
Confidence – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely	E	A/I
Team Work – Works in harmony with colleagues to deliver results	E	A/I
Open to Feedback - Open to constructive feedback in order to further develop	E	A/I
Innovative – Continually searching for better ways of working	E	A/I
Qualification		
Level 3 or higher management qualification, or equivalent work experience.	E	A/I
Counselling qualification	D	A/I
Supervision qualification	D	A/I