**Forward Trust Job Description**

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| **Position Title:** | Service Manager NE London and Volunteer Strategy (Dependency & Recovery Service) | **Reports To:** | Senior Operations Manager | **Location:** | North East London probation delivery locations:  Barking, Dagenham & Havering  Newham  Redbridge  Hackney  Tower Hamlets |

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| Introducing Forward Trust: |

We are Forward, the social enterprise that empowers people to break the cycle of crime or addiction to move forward with their lives. For more than 25 years we have been helping 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.

Forward Trust deliver Commissioned Rehabilitative Services (CRS), directly for HMPPS. Currently we deliver Accommodation, Dependency and Recovery and Personal Wellbeing. Accommodation is delivered in Dyfed-Powys, South Wales and Gwent. Dependency and Recovery in London and Yorkshire and The Humber. Personal Wellbeing in Bedfordshire, Cambridgeshire, Essex, Lincolnshire, Norfolk, Sussex, Surrey; and as a subcontractor in Kent and Cheshire.

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| Role and Team Overview: |

The Dependency and Recovery (D&R) Service Manager role integrates a joint strategic and operational approach to service and partnership management within our D&R Service, supporting adult males involved in the Criminal Justice system who have substance misuse issues.

The service is designed to improve engagement into treatment services and ‘bridge the gap’ between probation and substance misuse services in the community by offering practical assistance and ongoing support through a range of timebound, enforceable and motivational interventions.

Our services success is dependent on appropriate staff recruitment, development, retention and practice. You are responsible for ensuring that you and the Team Leaders who report to you are highly people focused, providing a vision of success, coaching and all practical supports that enable your team to thrive.

Overseeing the D&R Service in your designated London boroughs, you will ensure service delivery is compliant with our HMPPS contracts and performance targets. You will also contribute to wider CRS, and Forward Trust objectives, projects and aspirations. You will proactively develop D&R services and contribute to our wider learning and development of all CRS.

You will be responsible for line managing primarily two Team Leaders and Volunteer Framework across the Dependency and Recovery contract in North London, ensuring the effective running and development of these key areas.

You will manage and support teams who will be delivering a range of interventions within the D&R framework, within a hybrid model within the probation offices you are responsible for.

You are responsible for the development, maintenance and creation of key strategic and operational partner relationships and act as the single point of contact for all partnership engagement. This is key to enhancing referral pathways and develop joint working agreements to improve outcomes for our service users. These partnerships include and are not limited to: Probation Delivery Units, Senior Probation Officers, Probation Practitioners, named Prisons in your region, community projects / locations in your region, Subcontractors, Forward Connect, Forward Recovery services, Substance Misuse treatment and support services form all sectors in your region.

Your team will be delivering services in the boroughs assigned to you, they will provide a majority of in person support. Just like you, they will build and maintain positive working relationships with their probation practitioner colleagues and all stakeholders involved in their Service User’s care. You will provide visible leadership, travelling across the cluster of services you are responsible for, attending essential meetings and ensuring smooth project delivery so contractual targets and obligations are met, safely and the service is delivered to a high standard.

CRS Dependency and Recovery are in person services. You will regularly work from a PDU, Prison, community space or Forward Trust premises with your team. You may work from home where this meets a clear business need but should expect to spend at least three days a week meeting staff, partners, attending key mtgs and visiting probation/prison delivery units in your area.

You will be responsible for contributing to the targets set by Forward and the local commissioners. One of the key targets will be access into service and measuring outcomes, so co-operative working relationships with other partner agencies is vital to this role.

From a strategic perspective, you will work in conjunction with senior management and contribute to improvement plans, produce performance reports for commissioners and attend contract meetings. You will also be responsible for ensuring data accurately reflects output and is submitted within set deadlines which includes ensuring services are audit compliant.

The specific regions for which you have responsibility may be subject to change, depending on the needs and changes within the organisation at any given time.

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| Principal Accountabilities: |

Key Responsibilities

**Strategy**

* Contribute to the success of Forward Trust according to current strategy and business plan, heavily contributing to the success of Forward Connect and the development of peer mentorship and a recovery community.
* Be an Ambassador for The Forward Trust’s work in the areas for which you are responsible, positively representing The Forward Trust at meetings and conferences.
* Liaise with Senior Prison and Probation Service Personnel, commissioners, and representatives from other agencies in your regional area to ensure The Forward Trust services fit into the overall structure of the Dependency and Recovery contract strategy within the MOJ Probation Services Dynamic Framework.
* Develop and enhance strategic links with a variety of community-based services from all sectors.
* Proactively engage with development of Dependency and Recovery model of delivery and future bids in conjunction with senior management
* Develop a stakeholder strategy plan for communication and engagement that promotes the D&R services
* Develop, maintain and establish relationships/referral pathways by maintaining a borough-by-borough directory of services for key contacts, offers and criteria via an appropriately populated Directory of Services.
* Arranging relevant presentations, Q/A sessions with key members of staff on a service/organisation basis, e.g. Local Authorities (LAs), SMS providers, NHS, Probation, Other CRS providers (digitally/face-to-face)
* Engaging with each Probation Delivery Unit (PDU) Head and Prison Governors to agree future joint-working arrangements and increase referrals into service. Build strong working relationships with, and makes full use of the support offered by line management and Central Forward Trust functions
* Develop and manage the Volunteer Framework for the service working closely with central functions.

**Service Delivery**

* Meet all contractual targets, volumes, outcomes and obligations as described in the Dynamic Framework contract and all its schedules. Prioritising but not limited to:
  + Meeting Service Level One – Assessing a referred Service User on time
  + Meeting Service Level Five – Providing a first intervention on time
  + Meeting volumes and complexities as described in the contract
  + Ensuring Action Plans are delivered in a timely way to a high standard
  + Ensuring appropriate length of support according to complexity, need and Action Plan of the Service User
  + Ensuring quality of the service via excellent supervision
  + Provide mixed modality services: in person, 1:1, groupwork, Lived Experience led, and virtual only where this is the only way to provide a service to the Service User because of circumstances or needs they have.
  + Meet OSAG and HMPPS directed minimum standards for delivery.
* Take an active role in the implementation and achievement of team objectives to meet the agreed service specification.
* In conjunction with the Team Leaders/lead roles, ensure that the region you are responsible for are delivering services in accordance with the contractual requirements and are audit compliant.
* Lead on partnership working which includes attendance at all relevant key partnership, internal and external meetings
* Ensure services are delivered with effective local operating processes, aligned with the Refer and Monitor system and contractual deliverables
* Lead and develop initiatives to improve continuity of care from prison into the community.
* Proactively approach integrated ways of working and adopt a multi-disciplinary approach.
* Manage services as a subcontractor if relevant in your region
* Develop links to improve and enhance access to community services for clients.
* Develop and contribute to the through care needs of service users, supporting teams in the development of plans to support wider needs of client groups.

**Performance Management**

* Set Team Leaders and overall team objectives to implement and achieve strategic objectives and contractual targets.
* Monitor the performance of your projects against service level agreements ensuring contractual targets are met and remedial actions in place
* To participate in the recruitment and management of staff in your areas, ensuring that The Forward Trust’s commitment to equal opportunities is honoured at all times.
* Ensure any poor conduct and under-performance is managed appropriately and team dynamics are routinely monitored.
* Work towards The Forward Trust's mission and values within current policies and good practice.
* Ensure compliance with all relevant Health and Safety, Governance and OSAG standards as appropriate.

**Departmental Management**

* Oversee and ensure effective management of the regions for which you are responsible.
* In conjunction with your line manager, oversee the management of contracts within your specific boroughs.
* In conjunction with your line manager, to ensure the effective financial management of the Forward Trust units within your service, and in particular, ensure complete budget compliance. Meet targets and deadlines agreed with your line manager and in accordance with work plans and departmental standards.
* Attend the Governance and Quality Assurance meeting, reviewing performance, risks, comments, complaints and incidents across the services and report issues of concerns and proposed actions to the Chair / Governance & Quality Assurance lead as required.
* Ensure team meetings are held and facilitated on a regular basis, at least once a month face to face
* Ensure all relevant and appropriate information from all meetings is disseminated to all staff in your services.
* Line manage, guide and develop Team Leaders/lead roles in your service, including carrying out Quarterly Line Management reviews, and any additional supervision reviews as necessary, ensuring they are fully supported and accountable for their work. Given the nature of this role, this will require effective remote management.
* Engage with Human Resources on general people management matters, seeking timely advice and support as necessary.
* Draw up training, development and succession plans for your staff to ensure their technical knowledge is up to date and they are continually developing in their role.

**Quality and Safety**

* Ensure that services are regularly audited and any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the services to ensure continuous improvement.
* Alert your line manager to any significant risks or problems arising in the course of managing and monitoring the services.
* Abide by all The Forward Trust’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 your line manager and (where appropriate) the Head of Governance, in accordance with The Forward Trust’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 and you are monitoring.
* Effectively manage information, particularly confidential information, within statutory duties and data protection, and in accordance with internal Governance policies and best practice.
* Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
* Keep up to date technically on all relevant matters, including policy changes, and strive for continuous professional development.

**Administration**

* Ensure that resources are allocated so that contractual targets are met in line with service level agreements.
* Prepare and deliver details reports on the effectiveness of the services in your boroughs and their performance against KPI’s in accordance with agreed deadlines.
* Manage employee files and information including but not limited to employee records, training, supervision, absence and performance management, using our internal Cascade system.
* Take on other reasonable tasks and responsibilities as deemed appropriate by the line manager.

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| **Required Skills and Competencies** |

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

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

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| **Knowledge, Skills and Experience** | | |
| A thorough understanding and relevant experience of providing substance mis-use services in prison or community | E | A/I |
| Demonstrable knowledge of Community Rehabilitation Company (CRC), National Probation Service (NPS) and Criminal Justice services in custodial or community settings. | E | A/I |
| Understanding of Psychosocial interventions and community provision. | E | A/I |
| Previous experience of developing and implementing service improvements. | E | A/I |
| Demonstrable in the successful and effective management of people and performance, with evidence-based, tangible outcomes. | E | A/I |
| Demonstrable ability to effectively lead and motivate teams, including through change processes. | E | A/I |
| Experience of supervising and supporting staff to enhance their skills and enable them to work effectively. | E | A/I |
| Experience of contract management, recruitment experience and data management | E | A/I |
| Understanding of and sensitivity to equality, diversity and inclusion. | E | A/I |
| Working knowledge of using Microsoft office packages. | E | A/I |
| Experience and knowledge of database monitoring systems, including overseeing the collection, recording and collating of information, including statistical data, for audit, research and reporting purposes. | E | A/I |
| Excellent organisational, time management and planning skills. | E | A/I |
| Flexibility to meet the needs of the service as it develops. | E | A/I |
| Ability to represent The Forward Trust in a positive and professional manner. | E | A/I |
| A positive problem solving approach with the ability to focus on key issues quickly and clearly. | E | A/I |
| Professional and collaborative, with effective negotiating and influencing skills. | E | A/I |
| Relationship marketing, partnership building for service integration communication / information sharing, presentation skills. | E | A/I |
| Ability to engage effectively with the wide range of stakeholders. | E | A/I |
| Experience of working within a rehabilitative setting, either custodial and/or community environments. | D | A/I |
| A thorough understanding of relevant legislation and local/national best practice standards. | D | A/I |
| Understanding of the human resource and finance function within a contract setting. | D | A/I |
| Knowledge of electronic case management databases. | D | A/I |
| **Qualification** |  |  |
| A relevant qualification in business, leadership or management (or working towards) | E | A/I |
| A Level 5 management qualification (or working towards). | D | A/I |
| A Coaching, Supervision or Counselling qualification. | D | A/I |

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| Forward Trust Vision, Mission, and Values: |

A person sitting at a table

Description automatically generated with medium confidence

**Our Values:**

