



## Job Description

### Assistant Service Manager

**Hours per week:** 37 per week (between 8am and 10pm 5 days over 7)

**Contract type:** 12 months

**Location:** Scotland Wide

**Reports to:** Head of Service

**Line Management Responsibility:** Team Managers

**Financial Accountability:** High

### Job Summary

The Assistant Services Manager will work closely with colleagues across a range of roles/functions to drive a range of services that achieve the best possible outcomes for children, young people, and families. The post holder will ensure that the needs of children young people and families are paramount in line with the organisation's ethos and values base and strategy. The Assistant Services Manager will support the Head of Service in the operational management and leadership of the services to achieve positive outcomes for children, young people, and families.

The Assistant Services Manager will line manage and support Team Managers in all aspects of leadership, development and implementation of existing services and strategic growth.

The Assistant Services Manager will report directly to a Head of Service. This role requires the ability to inspire, motivate, direct, and develop diverse teams, ensuring each team has the capacity and capability to deliver agreed service outcomes.

### Key Responsibilities

The key responsibilities of the Assistant Services Manager include, but are not limited to:

- Responsible for direct support and supervision of Team Managers and other staff where appropriate, ensuring that they are providing services in line with contractual agreements.
- Ensure Includem policies and procedures are adhered to through direct supervision of Team Managers.
- Support and inform decision making with frontline staff and Team Managers where this relates to child/adult protection in line with Includem policies and procedures.
- Ensure service level agreements are implemented and adhered to through contract monitoring and use of internal information available to assist with this.



- Ensure systems and structures to monitor, evaluate and review all aspects of case progression within service delivery are in place and followed by Team Managers and staff.
- Participate in regular reviews with key external partners to monitor and manage effective use of the service.
- Ensure appropriate management cover across areas of responsibility and individual teams.
- In conjunction with the Head of Service ensure that regular managers meetings are co-ordinated.
- Ensure that the agreed processes of organisational and individual performance management are implemented and take appropriate steps to address underperformance within area of responsibility.
- In discussion with Head of Service ensure audit processes are used effectively across the organisation.
- Contribute to senior management support in relation to the delivery of the 24-Hour Helpline.
- Ensure the voices of Children young people and families and their wider participation informs and shapes improvements to service delivery.
- Contribute to bids and tender processes and reporting where appropriate.
- Foster positive relationships with external stakeholders and attend external events/forums with a view to developing service provision.

### **Individual Responsibilities**

- Demonstrate diplomacy, tact, skill, and discretion when dealing with others in line with Includem Policies and Procedures
- Act as a role model for others ensuring that the ethos and values which underpin all aspects of Includem services are demonstrated.
- Actively foster positive relationships among all staff, recognising potential conflicts and take proactive action to ensure they do not persist or become problematic. Anticipate and recognise concerns of others, taking appropriate action.
- Address any behaviours and conduct that do not positively advance the Includem ethos and values using the correct policies and procedures.
- Make decisions confidently, and tenaciously pursue those activities that best meet Includem's interest.

### **Resources**

- Develop excellent communication and relationships with key stakeholders and partners internally and externally.
- Identify examples and areas of best practice to promote a learning and information sharing culture.
- Demonstrate ownership over recruitment, retention, and development of people.
- Support the organisation's commitment to enhancing the use of digital technologies to improve outcomes for children, young people, families, and staff.
- Assist in the control of team budgets and reallocate resources as necessary through consultation with Head of Service and support functions on budget implication and impact.

### **Influencing**

- Engages and inspires Team Managers and staff, ensuring that best practice is inherent in operational activity and adheres to the Includem vision and direction.
- Develops cohesive teams through good leadership, providing direction, encouraging development, and promoting an open climate.



- Be self-aware and understand your impact on others in order to learn and take people with you.
- Support and encourage practice that reflects a robust risk enablement approach that allows young people to stay within their families and communities.
- Role models and promotes safe lone working practices in line with Includem's policies and procedures.
- A strong personal commitment to Learning and Development and your own Continued Professional Development.
- Ensures professional presentation and conduct with all internal and external partners.
- Utilise the skills required to deliver presentations and workshops internally and externally where required.

### **Quality Assurance**

- Actively contribute to the review and evaluation of existing and new services.
- Promoting a culture where there is a positive impact on the outcomes for children, young people, families, and staff including challenging resistance to change.
- Participated in audits both internal and external e.g. Care Inspectorate
- Ensure SSSC codes of practice and National Care Standards and embedded in Includem practice.



## Person Specification

Category	Essential Job Requirements	Desirable Job Requirements	Method of Assessment
<b>Technical Skills, Knowledge, and Experience</b>	<ul style="list-style-type: none"> <li>• Experience of leading teams to achieve organisational aims and objectives.</li> <li>• Has relevant experience in contributing to the overall strategy of an organisation, ideally within a social care setting.</li> <li>• Experience of direct supervision of Practitioners and managers.</li> <li>• Experience of delivering and managing services to young people, young adults and / or families who have experienced significant adversity.</li> <li>• Experience of delivering and managing services to vulnerable groups.</li> <li>• Can evidence work practice that embraces equality and diversity and works well as part of a team.</li> <li>• Experience of identifying, managing, escalating, and reporting of child or adult protection concerns.</li> <li>• Experience of ensuring SLAs are implemented and adhered to.</li> </ul>	<ul style="list-style-type: none"> <li>• Shows an understanding of the political factors which affect Includem's viability.</li> <li>• Experience in contributing to bid and tender processes and reporting.</li> <li>• Experience of recruitment, retention, and development of team members.</li> <li>• Experience of working in line with, and controlling, budgets.</li> </ul>	<p>Application process</p> <p>Group stage interview</p> <p>Individual interview</p>
<b>Education / Qualifications / Professional Registration</b>	<ul style="list-style-type: none"> <li>• Completed SVQ Level 3 in Social Services with Children and Young People, or equivalent.</li> <li>• Professional registration with Scottish Social Services Council (SSSC).</li> </ul>	<ul style="list-style-type: none"> <li>• Completed SVQ Level 4 in Leadership and Management, or willingness to work towards.</li> </ul>	<p>Application process</p>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Acts with substantial discretion and professionalism.</li> <li>• Strong interpersonal and communication skills, with the ability to challenge and influence a variety of stakeholders with well-reasoned arguments.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	<p>Application process</p> <p>Group stage interview</p>



	<ul style="list-style-type: none"> <li>• Embraces challenges, takes initiative, and originates action, and works well with a great deal of autonomy.</li> <li>• Intuitively proactive with drive, passion, and the will to succeed.</li> <li>• Excellent analytical, presentation and reporting writing skills.</li> <li>• Outstanding organisational and time management skills.</li> <li>• Excellent attention to detail with a focus on continuous improvement and excellent service delivery.</li> <li>• Ability to drive and have access to a car for work purposes.</li> <li>• Available to undertake travel across all Includem service areas with occasional overnights as required.</li> </ul>		Individual interview
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### **Acknowledgement:**

This job description is an overview of the duties, responsibilities, and requirements of the position. You may be required to perform other duties throughout your employment at the reasonable request of your line manager.

I acknowledge that I have read and understood the job requirements, responsibilities, and expectations outlined in the job description.

Employee Name		Employee Signature		Date	
Line Manager Name		Line Manager Signature		Date	