



Role Profile

SERVICE MANAGER (ADULT SERVICES)

Reference No:	A4982		
Service:	HSCP, Complex and Critical Care		
Job Family:	Service Manager 2	Grade:	FC12

Purpose

To manage and deliver a range of high-quality services.

Responsible for the development and delivery of a culture of continuous professional and service development, driving quality and continuous improvement throughout their areas of operation.

Leading strategic development of services and contributing to strategic planning and development to improve Adult Services across Fife.

Be an active contributor to the Extended Leadership Team of Fife Health and Social Care Partnership, embracing the role of an integrated leader.

Overseeing the Registered Manager of services regulated with the Care Inspectorate.

Providing leadership, role modelling and management of a regulated workforce.

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
The post holder is a key member of the Health & Social Care Partnership's Complex and Critical Care Services team and reports to the Head of Service (Integrated Complex and Critical Care). The post holder will be responsible for the operational management and delivery of a range of high-quality services to individuals with a wide range of complex and intense needs within: • Supported accommodation and group homes (providing accommodation and support to individuals with complex needs, including Mental Health, Learning Disability, Autism and Addictions) • Fife HSCP Shared Lives scheme • Deaf Communication Service • Fife Community Support Services Working in partnership with key stakeholders/partners to deliver the Health & Social Care Partnership's strategic aims aligned to national requirements e.g. Housing Services, Fife Council, National See Hear strategy and provision of alternative and/or augmented communication support. Contributing to the delivery and achievement of the strategic objectives of the HSCP and IJB	Experience of service/resource management Educated to SCQF level 9, which includes a degree or equivalent relevant professional qualification Managerial experience within a Social Work/Social Care setting Experience of collaborative working across partnerships	✓ ✓ ✓	✓
As the senior manager overseeing the Registered Manager of individually regulated services, ensure full compliance with scrutiny bodies identifying, monitoring and achieving relevant quality standards across all areas. These may include Care Inspectorate, Health Improvement Scotland and the SSSC. The list is not exhaustive.	Ability to manage conflicting demands and meet competing deadlines	✓	
Directly managing team managers and providing professional and managerial leadership.	Ability to manage complex staffing situations Ability to develop and maintain effective relationships	✓ ✓	

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Responsible for robust workforce management of a significant workforce, driving a supportive culture to deliver high performing high-quality services and professional development.	Evidence of supporting staff development Evidence of managing professional teams Delegation skills	✓ ✓ ✓	
Leading the design, implementation and delivery of new components of service where gaps are identified. Providing relevant analysis and monitoring reports demonstrating continuous service and workforce development.	Project management skills	✓	
Leading change in full consultation and collaboration with employees, service users, trades unions and other key stakeholders as required to ensure efficiency and service redesign, minimising disruption to service delivery and risk. Developing and deliver service change through co-production with all relevant stakeholders.	Experience of strategic thinking/planning and positively facilitating organisational change Motivational skills Ability to develop and maintain effective relationships	✓ ✓ ✓	
Contributing to and representing the Head of Service, HSCP or Council on relevant national public and private sector bodies which develop and share policy, national standards and best practice (e.g. COSLA, Improvement Service and Scottish Government, professional bodies etc).	Report writing skills Presentation skills / confident delivery style Experience of actively working in the national arena and sharing best practice with other Councils and organisations	✓ ✓	✓
Liaising with Elected Members as appropriate, to respond to queries, supporting policy development and improving the customer experience or reputation of the Council/Partnership.	Experience of working with elected representatives Understanding of the issues arising from working with non-executive stakeholders or politicians	✓ ✓	

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Leading developmental work streams or strategy development, as required, enhancing and progressing the wider work of the Complex and Critical Care portfolio, with partners across the HSCP and other stakeholders as relevant.	Ability to analyse problems and determine creative and practical solutions	✓	
Ensuring project and policy compliance with legal, regulatory, and professional body requirements.	Experience of and ability to demonstrate project work delivering efficiencies and/or savings	✓	
Delivering and holding accountability for evidential governance across all aspects of service: • workforce • finance • service user experience • quality standards • external monitoring from statutory scrutiny bodies, Care Inspectorate; HSE; SSSC and Health Improvement Scotland (list is not exhaustive)			
Contributing to the development of the HSCP as a member of the Extended Leadership Team within the Health & Social Care Partnership. Demonstrating contribution to the success statements of the HSCP.	Experience of contributing to change outside of immediate area of responsibility		✓
Consistently demonstrating leadership and aspiring to quality and excellence in own practice and that of services for whom the post holder is responsible. Delivering the values of the organisation through expected behaviours: Care and Compassion, Dignity and Respect, Openness, Honesty and Responsibility, Quality and Teamwork and Kindness.	Leadership skills	✓	

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Holding responsibility for the full range of Health and Safety requirements of all relevant groups associated with areas of service responsibility, i.e. staff, service users, buildings etc. working within their teams.	Understanding and experience of Health and Safety requirements IT skills	✓ ✓	
Preparing and managing budgets and delivering agreed savings and efficiencies, ensuring compliance at all times with the Council's financial regulations. Including effective management of financial resources/budget management for all areas of service within responsibility.	Financial management skills Management experience of significant budgetary responsibility	✓ ✓	
Ensuring compliance with statutory, regulatory and governance requirements, reporting to strategic and other relevant Committees as part of the HSCP/ IJB and Council's governance framework.	Comprehensive knowledge and awareness of relevant regulation, legislation and statutory requirements. Analytical Skills	✓ ✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
- Skills Framework (if applicable) How we work matters	Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values. Please refer to How We Work Matters Guidance to learn more.

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