

# Role Profile

<b>Service Manager (Locality and Community Led Support)</b>			
Reference No.	A4994	Type	Individual
Service	Health and Social Care Partnership		
Job Family	Service Manager 1	Grade	FC11

<b>Purpose</b>
<p>Deliver the strategic plan resulting in an Improving Cancer Journey and long-term conditions for the Fife Community delivered through Health and Social Care Partnership. Whilst the initial focus is enhancing the Cancer Improvement Journey, a more holistic approach which include specific needs of other areas of support e.g. COPD, Heart Failure etc is required. The manager therefore has a responsibility to identify and work to develop whole system connections to ensure the strategy includes other relevant elements (e.g. diet, mental health) in the pathway care and likewise cancer is included on other relevant health strategies. To ensure this is developed, this must be embedded within our locality planning. Working effectively with Health and Social Care staff, clinicians and the wider community, the public and other partners.</p>

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
<p>Creating, leading, developing and delivering a strategy for the implementation of the Macmillan Local Authority Partnership, (MLAP) across multiple partnerships with internal and external stakeholders, considering the implications of the strategy across other long-term conditions and working to develop strategies to support this considering the locality planning aspects.</p>
<p>Leading the design, facilitation and planning of major and complex change initiatives at a local level, to facilitate integration of transformational work across Services.</p>

<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Educated to SCQF 11 which includes and Postgraduate Degree in a relevant subject area or equivalent	✓	
Membership of a relevant professional body.		✓
Experience of harnessing the potential of new technologies.		✓
Significant experience of project management to deliver set outcomes	✓	
Significant experience of Strategic and Operational Planning at a senior level	✓	

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
Ensuring that the strategy delivers a sustainable programme to meet and improve current and future cancer care pathways and developing long term conditions pathways. Developing and directing the strategy and underpinning programme for achieving the outcomes across a range of partner agencies; overseeing pathway design and that subsequent operational (i.e. clinical and Social Work) delivery is set up and delivered within appropriate governance standards. Identifying priority improvements from both quantitative and qualitative diagnostic information, using that information about the impact of improvement activity to inform future interventions and approaches.
Establishing, managing, and leading business process activity within agreed work programmes across social care service, leisure and culture services, NHS cancer services, Macmillan Cancer Support and other external agencies. Representing Fife (Council/NHS) at Scottish Government (health), partnership regional or other external meetings. Establishing multi agency working within a community led support role ensuring engagement with local communities (including Council Services and Voluntary Sector) and partners including GPs and clinical staff.
Negotiating with and influencing clinical and non-clinical staff at all levels, professional advisors, representatives of statutory bodies and others and where necessary, challenge assumptions and “norms” to ensure that the eventual redesign meets clinical and non-clinical service requirements.
Adopting a structured programme management approach, by utilising techniques and disciplines to support organisational development, change and management of risk.

<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Significant experience of business development within public sector agencies.	✓	
Experience of working in a social or health-based environment.	✓	
Experience of multi-agency working Community development skills.	✓	✓
Experience of implementing change management processes.	✓	
Experience of working in a management structure and operating at a senior management level.	✓	

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Preparing regular reports on behalf of senior management, including progress reports, options appraisals and feasibility and cost benefit studies to be presented to management teams, governance groups and statutory boards and committees as required.	Report writing skills  Analytical skills.	✓  ✓	
Undertake responsibility for the ongoing development, implementation and monitoring of the Locality Communications Strategy and procedures including the provision and presentation of complex, sensitive and occasionally at times contentious information.			
Analysing, mapping, documenting and developing collaborative solutions for identified areas, leading investigations to design and develop responses and solutions to meet service area objectives, taking corporate and departmental strategies into account.	Experience of analysing business processes, gathering information and working collaboratively.	✓	
Determining the best use of the funding to achieve the best outcome in Fife and personally managing the assigned £1.4m budget.	Experience of managing staff, budget and resources successfully.	✓	
Developing relationships with providers, senior managers, clinicians, multiagency partners and operational system users to ensure business confidence in the proposed systems solutions.	Team working skills  Experience of managing and prioritising own workload.	✓  ✓	
Leading and directing the programme of change (including software solutions) and optimisation of systems across all partnerships.			
Leading revised system implementation in conjunction with other relevant parties and overseeing issue resolution.			
Coordinating and chairing a number of operational governance and project activities including working with operational and strategic groups across multiple business disciplines with staff at all levels.	Presentation skills.  Conflict handling skills.	✓  ✓	
Facilitating and coordinating training and post-implementation support including responsibility for arranging training procedures, delivery of training programmes and support materials to achieve this.	Facilitation and participatory development skills	✓	

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Undertaking development and ongoing maintenance of the Project Risk Log, including chairing the Locality groups set up to record, track and evaluate project progress and risks as they are identified. Reporting on a monthly basis to the Project Board, including the implementation and progress of identified mitigating actions and risk status	Experience of participation in corporate/external working groups		✓

**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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N/A			

**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.

<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b>
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How we work matters</b></li> </ul>	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>