



Role Profile

Service Manager (Participation and Engagement)			
Reference No.	A4750	Type	Individual
Service	Health & Social Care Partnership – Adult Services		
Job Family	Service Manager 1	Grade	FC11

Purpose
<p>Deliver the strategic plan for the Participation and Engagement for the Fife Community delivered through Health and Social Care Partnership.</p> <p>The Service Manager has a responsibility to identify and work to develop whole system connections to ensure the participation and engagement strategy includes all relevant elements (e.g. diet, mental health) in the engagement pathway and participation and engagement are included on other relevant health strategies.</p>

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
<p>Creating, leading, developing and delivering a strategy for the implementation of the Participation and Engagement across multiple partnerships with internal and external stakeholders.</p>	<p>Educated to SCQF 12 Postgraduate Degree in relevant subject area or equivalent.</p> <p>Membership of a professional body</p> <p>Experience of harnessing the potential of new technologies</p> <p>Demonstrable experience in project management of programmes of work to completion. (Deliver Results – How We Work Matters Framework).</p>	<p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>

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<p>Ensuring that the strategy delivers a sustainable programme to meet and improve current and future Participation and Engagement pathways</p> <p>Developing and directing the strategy and underpinning programme for achieving the participation and engagement strategy outcomes across a range of partner agencies; overseeing pathway design and that subsequent operational (i.e. clinical and SW) delivery is set up and delivered within appropriate governance standards.</p>	<p>Significant experience of business development within public sector agencies</p> <p>Significant experience of working across partnerships to deliver project outcomes</p> <p>Experience in a social or health based environment</p>	<p>✓</p>	<p>✓</p>
<p>Establishing, managing and leading business process activity within agreed work programmes across social care service, clinical services and other external agencies.</p> <p>Representing Fife (Council/NHS) at Scottish Government (Health) partnership, regional or other external meetings relating to the Participation and Engagement work (approx. monthly)</p>	<p>Communication skills</p>	<p>✓</p>	
<p>Adopting a structured programme management approach, by utilising techniques and disciplines to support organisational development, change and management of risk.</p>	<p>Experience of implementing change management processes (Take ownership)</p>	<p>✓</p>	
<p>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.</p>	<p>IT skills (Embrace technology and information)</p> <p>Time management skills</p> <p>Flexible working when required (Focus on customers)</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>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.</p>	<p>Experience of analysing business processes, gathering information and working collaboratively</p>	<p>✓</p>	

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Determining the best use of funding to achieve the best outcome in Fife and personally managing the assigned budget.	Experience of managing staff, budget and resources	✓	
Developing relationships with providers, senior managers, clinicians, multiagency partners and operational system users to ensure business confidence in the proposed systems solutions.	Leadership skills Team working skills (Work together) 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 overview 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.			
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	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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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				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	
Additional Information – the following information is available:		Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:		
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters 		<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results 		

STRUCTURE

