

We have an exciting opportunity for a Service Manager to join our team and be part of our journey

Job Title Service Manager

Reporting to Head of Service

Location Newport

Salary £28,080

Contract Type Permanent

Hours 37

Closing Date

The Role and Purpose

To lead and inspire Caseworkers and Senior Caseworkers in providing a high-quality Crisis Service for people experiencing challenges with their mental health and emotional wellbeing. The role will involve providing emotional support to people experiencing distress, to offer a safe space where people can talk through what has happened, offer practical support to address issues contributing to the person's distress and help them make plans for how they can improve their situation to prevent future crises.

Role Responsibilities

- Lead and motivate a team to deliver and excellent service with positive outcomes for the people we support
- Ensure that all services are delivered in alignment with Platform's values and approaches.
- Ensure that Platform's strategy is reflected in the day-to-day work of the team, through project plans and key performance indicators.
- Ensure all project monitoring, evaluation and reporting is completed to a high standard and within agreed timescales.
- Create a culture that welcomes innovation, new ideas and ongoing service improvement and personal development.
- Build excellent relationships with external partners and represent Platform at external meetings and networks.
- Actively contribute to Platform's leadership meetings and other initiatives to drive forward system change and new ideas.
- Ensure that accountabilities and responsibilities are clear for all line reports, and provide effective line management, support, and

supervision, ensuring team members work within set guidelines, meet objectives, and can develop personally.

- Provide written reports and undertake service reviews as required by service commissioners and internal Platform requirements.
- Take responsibility for day-to-day management of the local budget, ensuring that decisions are made which balance cost with quality.
- To contribute to the development of project services within your area, in liaison with the senior management team.

The Ideal Candidate

Required experience, knowledge, qualifications, and training:

- Knowledge of trauma-informed practice, attachment theory and relationship-based approaches.
- Understanding of supported housing and/or tenancy and housing related issues
- Experience of leadership and management and evidence of motivating a team and compassionate leadership style.
- Experience of working within the mental health sector and/or supporting people experiencing emotional distress.
- Experience of involving people accessing services in the design and development of the services they used with a strong focus on listening to people with lived experiences.
- Excellent communication skills, ability to adapt information to suit a range of audiences with strong data and report writing capabilities.
- Knowledge and understanding of safeguarding for children and adults.
- Self-awareness and willingness to engage in reflective practice and ongoing personal development.

Desirable experience, knowledge, qualifications, and training:

- A qualification in Leadership and management
- Ability to communicate in Welsh
- A creative skill or passion for innovation and new ideas.

Personal Attributes

- Highly organised
- Resilience
- Reflective
- Team player
- Ability to meet deadlines
- Strong time management / prioritisation skills.
- Driven and passionate
- Ability to communicate at a senior level
- Innovative thinker
- Excellent attention to detail
- Excellent communication skills

Why Plattform

At Plattform we truly believe that staff are our number one resource, without the wonderful people who work here we would be nothing. So, we do our best to ensure people feel respected, valued, cared for and supported. Our staff really matter to us, you are at the heart of everything we do. We are passionate about training, career development and progression. There are many opportunities to learn and develop. We provide all training required to successfully deliver the role and you will be surrounded by a fully experienced and supportive team and manager. It matters to us that our workforce represents as many identities and backgrounds as possible. As such, we are committed to providing equality of opportunity for all current and prospective members of our team, at every level of the organisation. We particularly welcome applicants from black and minority ethnic backgrounds. We are committed to support flexible working and believe getting the balance right is critical to personal and professional success.