

**SEFTON METROPOLITAN BOROUGH COUNCIL**  
**JOB PROFILE**

**POST**

**Service Manager –Mental Health and AMHP.**

**HAY 6**

**JOB PURPOSE**

1. The Service Manager will have operational responsibility for two Adult Mental Health teams as well as the AMHP Service. They will ensure services and practice is safe, responsive, timely and well led.
2. The post holder will be responsible for ensuring the effective delivery of all statutory duties, providing personalised and outcome focused services to local residents and carers.

**LEADERSHIP**

Must demonstrate the following leadership competencies.

1. Provide clear vision and direction.
2. Lead and manage change.
3. Plan strategically.
4. Lead people and performance.
5. Work corporately as well as collaboratively with partners.
6. Communicate effectively.
7. Focus on excellence.
8. Develop self and others.
9. Personal resilience.

**BEHAVIOURS**

Must demonstrate the following behaviours.

1. Provide support with a view to improving quality.
2. Provide appropriate and constructive challenge.
3. Create a culture that looks for understanding and solutions.
4. Visibly and positively respect and value staff.
5. Communicate a consistent and clear message throughout the Council and with partners.

6. Respect, listen to and value others' views.
7. Maintain a customer focus with a relentless pursuit of excellent outcomes.
8. Have collective integrity and responsibility.
9. Endeavour to improve outcomes for the communities of Sefton.

<b><u>JOB SPECIFIC</u></b>
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## **PRINCIPAL RESPONSIBILITIES**

1. To manage and lead all functions within the following areas:
  - Operational management across two Adult Mental Health teams, and the AMHP Service.
  - To ensure the discharge of all related Statutory Duties – ensuring services are safe and responsive
  - To have responsibility for all aspects of performance, financial/ budgetary oversight, and workforce management within designated services
  - To ensure the implementation of quality frameworks and robust risk management, ensuring adherence to the national assurance framework for Adult Social Care
  - To ensure arrangements are in place to gather feedback from those with lived experience, ensuring improvements in practice and coproduction
  - To work with key partners to ensure all opportunities for integrated approaches are maximised
  - Lead on key areas of service transformation and working with system partners
  - Translating national policy into local development and delivery; ensuring best practice is implemented
  - To deliver against key work programmes and efficiency drivers
  - To ensure the appropriate use of resources in line with schemes of delegation
  - To ensure appropriate governance and risk management processes are in place, including oversight of all incidents, complaints, enquiries, and risk registers. This includes adopting a quality improvement approach
  - Work across the service to ensure delivery and support operation
  - To lead on key areas such as CHC and Joint funding.
  - To lead on transforming care

## **GENERAL RESPONSIBILITIES**

- To maintain personal and professional development to meet the changing demands of the job.
- , Ensure adherence to the Council's constitution, policies and procedures in respect of all activities and decisions within the service area

## **STRATEGIC SERVICE**

- To contribute to the development and implementation of strategies, policies, and initiatives, to support colleagues across the Council in the achievement of corporate priorities

## **MANAGING CHANGE**

- To instigate, and effectively lead change within your areas of responsibility, and develop flexible services and business models able to meet the changing needs of the Council and its communities.

## **PARTNERSHIPS & RELATIONSHIPS**

- To develop, broker and sustain effective working relationships and partnerships both within the Council, the Liverpool City Region Combined Authority, and with customers and stakeholders related to the service area, in order to represent and promote the Council's interests, and maximise the effectiveness of the service.
- To build and maintain effective relationships with and provide professional advice and support to the political and corporate leadership of the Council, and elected Members to support their community leadership role, including attendance at Cabinet meetings and Cabinet Member briefings, public meetings and consultation events, as appropriate.

## **QUALIFICATIONS AND EXPERIENCE**

See Person Specification.

## **GENERAL:**

The post holder will be expected to work flexibly, and the exact nature of the duties described above is subject to periodic review and is liable to change.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013.

The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.

Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

**Note:** Where the post-holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

<b><u>Prepared by:</u></b>	<b><u>Name</u></b>	Sarah Alldis
	<b><u>Designation</u></b>	Assistant Director Adult Social Care
	<b><u>Date</u></b>	November 2024

**SEFTON COUNCIL**  
**PERSON SPECIFICATION**

<b>DIRECTORATE</b>	<b>Adult Social Care</b>	<b>DIVISION</b>	<b>Senior Management</b>
<b>POST</b>	<b>Service Manager <u>Mental Health teams and AMHP Service</u></b>	<b>GRADE</b>	<b>HAY 6</b>

<b>Personal Attributes Required</b>	<b>Essential (E) or Desirable (D)</b>	<b>Method of Assessment</b>
<b><u>Qualifications</u></b>		
1. Professional Qualification in Health or Social Care	E	AF/C/I
2. Current registration with relevant body (eg SW England, HCPC etc)	E	AF/C/I
3. Qualified Approved Mental Health Practitioner	D	AF/C/I
4. Appropriate Leadership/Business Qualification or equivalent experience/skills.	D	AF/C/I
<b><u>Experience (All appropriate to the level of the post)</u></b>		
1. A proven track record or ability of leadership and management experience within Health and Social Care including Local Government or a large complex organisation.	E	AF/I
2. Comprehensive knowledge and understanding of local government, relevant statutory legislation and key policy directives across adult social care	E	AF/I
3. A proven track record or ability of working effectively and in co-operation and partnership with a wide range of communities, partner agencies, private sector providers, public agencies, voluntary bodies and statutory authorities.	E	AF/I
4. Evidence of successful financial and resource management, including project management, resolving conflicting priorities, applying rigorous monitoring and control procedures, procurement and establishing value for money.	E	AF/I
5. A successful track record at an appropriate level in the leadership and management of change.	E	AF/I
6. A successful track record of delivering outcomes through leading, motivating, managing and	E	AF/I

empowering teams and across professional boundaries.		
7. A successful record of delivering personalised focused services that involve users and drive up standards and performance.	E	AF/I
8. A proven track record of setting operational performance priorities and seeing them through to successful delivery	E	AF/I

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
<b><u>Ability, Skills &amp; Knowledge</u></b>		
1. A good knowledge and significant understanding of local government and the existing and emerging legislative and policy framework around Health & Wellbeing Services, in particular Transforming Adult Social Care.	E	AF/I
2. Ability to analyse complex issues and adopt a creative approach to problem solving and service delivery in challenging circumstances and with competing priorities.	E	AF/I
3. Ability to adopt a strategic view and relate strategy to action and outcomes.	E	AF/I
4. Strong inter-personal and communication skills including the ability to persuade and influence partners and stakeholders.	E	AF/I
5. Ability to lead, manage and inspire a wide range of staff, partners and stakeholders; to be motivational and enable the delivery of high-quality services in a complex and demanding environment	E	AF/I
6. Good understanding of and the ability to work within local government and the legal, financial and political context of complex organisations.	E	AF/I
7. Ability to identify commercial opportunities in the delivery of services that will benefit the Council.	D	AF/I
8. Ability to work in partnership at all levels, including negotiating, communicating and joint working with internal/external organisations to achieve outcomes.	E	AF/I
9. Ability to operate effectively with a high volume and at times, highly sensitive workload.	E	AF/I
<b><u>Personal Style and Behaviour</u></b>		
1. Personal commitment to ensure services are equally accessible and appropriate to the diverse needs of those accessing services	E	AF
2. The ability to respond to constructive challenge and not be discouraged. Motivated and enthusiastic.	E	AF
3. An inclusive team worker who fosters partnerships, works collaboratively across boundaries and	E	AF

achieves results through others. Demonstrates and promotes openness, trust and respect.		
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Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
<b><u>Personal Style and Behaviour (cont)</u></b>		
4. Desire and ability to proceed by consultation and engagement.	E	AF
5. High degree of probity and integrity.	E	AF
6. Quality orientated and a commitment to continuous improvement.	E	AF
7. Act as a role model for others demonstrating a “can do” attitude and promoting positive challenge.	E	AF
8. Strong external awareness and vision, thinking beyond own area of expertise.	E	AF
<b><u>Other</u></b>		
1. Evident commitment to personal continued Professional Development.	E	AF/C

### Assessment Methods Key:

AF – Application Form

C – Certificates

I – Interview