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| **DOCUMENT:** | **Job Description and Person Specification** |
| **Job Title:** | Integrated Service Manager |
| **Project:** | HMP Manchester / HMP Buckley Hall and HMP Garth/ Wymott |
| **Hours:** | 35 per week |
| **Salary:** | £35,000 to £40,000 |
| **Responsible to:** | Head of Prisons |
| **Accountable to:** | Company lead |
| **Responsible for:** | Clinical Manager, Lead Nurse, Team Leader & Care Coordinator |

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| **JOB SUMMARY:** | To lead and manage the integrated (clinical & psychosocial) recovery focused substance misuse services across HMP DARS teams in line with commissioning requirements and Department of Health, Care Quality Commission and HMIP standards. |

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| **UNDERLYING VALUES:** | In undertaking this role, the employee will be expected to behave at all times in a way that is consistent with and actively supports the organisations values:  **“from dependence to freedom -** Delphi Medical are *Accountable*, *Accessible*, *Patient-Centred* and *Sustainable*. We value Loyalty and Integrity.” |

**Principle Duties and Responsibilities**

**Clinical and Professional Leadership**

1. To lead and manage the integrated (clinical & psychosocial) recovery focused substance misuse services across HMP DARS teams in line with commissioning requirements and Department of Health, Care Quality Commission and HMIP standards.
2. Accountable for the achievement of service targets and contract compliance through effective operational management, monitoring, review, reporting and audit systems in line with contract requirements, Service Level Agreements, resources, company policy and practice and ongoing analysis of local needs. Ensure that all staff have total clarity about and contribute effectively to meeting targets.
3. To directly line manage, support and performance manage the Lead Nurses, Team Leaders, care coordinators and other staff as required by the Head of Prisons.
4. Lead on clinical governance for the service, ensuing robust clinical governance of the service in line with Delphi Policy and prison policy, SOPs and procedures.
5. Contribute to the development and maintenance of clinical governance across Delphi Medical prison services.
6. To ensure that the service is fully compliant with CQC essential standards of quality and safety. On a yearly basis to be responsible for reviewing the service against all relevant CQC outcome standards and where the service is unable to evidence compliance with a standard that an action plan with a clear time frame identifies the work to be undertaken to ensure compliance.
7. Plan, organise and chair meetings including Operational Management Meetings.
8. Lead on Hidden Harm and Safeguarding for the service developing links with relevant Local Safeguarding boards and ensure staff are aware of and understand Child Protection and Safeguarding procedures.
9. Promote, embrace and ensure equality, diversity and the rights and responsibilities of individuals. Ensure client confidentiality and data protection is maintained. Take positive action to improve access and service provision for under representative groups in line with Delphi Medical’s Equality Policy.
10. To develop and monitor informed Service Improvement Plans to evidence continuous service improvement.
11. To ensure services are cost effective and delivered within budget.
12. To advance innovative ideas and strategies and provide vision and inspiration to enable staff to deliver care efficiently and effectively.
13. To be responsible for planning and implementing service change when required, ensuring effective implementation and management of agreed change with measurable outcomes and to agreed timescales.
14. To ensure that implementation of service provision is in line with evidence based practice.
15. To identify business opportunities and contribute to writing tenders and grant applications and plan and co-ordinate fundraising activities.
16. To promote the principles and philosophy of Recovery in thoughts, words and actions.

**Partnership Working**

1. Responsible and accountable for partnership working within the prison and in the community. Initiate working groups to develop joint working between prison departments and between prison and community services.
2. To effectively supervise liaise and develop links with managers of services within prison and community settings to ensure effective joint working and continuity of care.
3. Work with community services to contribute to ‘Asset Based Community Development’ through involvement in Community Resource Mapping.
4. Responsible for developing and agreeing joint working and information sharing protocols with partners including Primary Healthcare, Mental Health, OMU and CJIT/DIP Teams.
5. Ensure appropriate attendance at key meetings including Contract reviews, Healthcare, MDT, Clinical Governance, Safer Custody and Reducing Re-offending Meetings.
6. To contribute towards the Prison Services’ substance misuse strategy
7. Ensure constructive, cohesive and solution focused work with healthcare and prison staff to enable integration with the establishment regime.
8. To be able to adapt and conform to any changes within the prison regime.
9. To work with local partners to conduct needs analysis and to ensure that the service is responsive and adaptable.
10. To represent Delphi Medical at all relevant Prison service meetings, conferences and training events.
11. To ensure systems and forums are in place to monitor stakeholder’s views of services and ensure that service users, family and carers and partner agencies are involved in and influence decisions on service development.
12. To liaise with the Clinicians and Clinical Manager to ensure effective joint working and clinical governance.

**Quality Standards & Governance**

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| 1. To maintain close contact with Delphi Medical’s Services in other prisons and community for the purpose of continuity of care and sharing good practice. Provide management cover in other services as required by the Head of Clinical Services. 2. To comply with, and ensure that staff comply with, prison rules, security and safer custody requirements. 3. To manage staff working flexible hours, including weekend and evening working. 4. To be aware of and committed to the Health and Safety policies of Delphi Medical , MMHT and the prison service and to ensure these policies are well communicated to all staff, specifically ensuring Health and Safety training takes place upon induction and at regular intervals after this. 5. Specifically carry out Risk Assessments for all activities undertaken by the service, for the premises they operate from, for risky behaviour they are exposed to, for the machinery and equipment they use and for the chemicals and substances they come into contact with. Identify actions needed to reduce risks and implement these. 6. Promote the services within the prison, other prisons and the community; including information on the services available and referral routes. In collaboration with the prison develop an environment of “visible contagious recovery”. 7. Actively progress own continuous professional development and regular updating of knowledge, skills |
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**Management Responsibility for Human Resources**

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| 1. Ensure that the workforce is fit for purpose through sound recruitment, section and retention procedures. 2. Lead on the recruitment and placement of volunteers where applicable. 3. To ensure all staff receive initial induction, appraisal, learning and development and supervision as per Delphi Medical and Prison policies. 4. To directly organise prison induction programmes, provide monthly supervision, annual appraisals and performance management and learning opportunities for line management reports and other staff as required by Head of Clinical Services. 5. To monitor and manage staff absence in line with company policy. 6. Ensure that staff are informed as to evidence based practice initiatives and are well placed to participate, where possible, in pilots designed to explore new initiatives and approaches to treatment. 7. To ensure the service is appropriately staffed in line with contract requirements and Service Level Agreements. 8. Take part in, and make arrangements for appropriate and effective service user consultation, feedback and involvement in all your work to ensure effective feedback regarding and improvement of services. Ensure staff provide 9. Assertive linkage to Mutual Aid and the training and supervision of Peer Mentors. 10. To contribute to investigations and chair panels (e.g. disciplinary, grievance) as requested by the HR Manager/Head of HR. |

**Business Development**

1. Responsible for establishing data collection, monitoring and analysis systems and procedures to inform outcome reports and the National Drug Treatment Monitoring System (NDTMS).
2. To collect and provide information and statistics in line with commissioner, Delphi Medical and prison requirements.
3. To collate and distribute detailed reports and information regularly and present them when required to do so.
4. To contribute to policy and procedure writing for guidance for all relevant staff within the prison, the prison system and with external agencies to promote the best interests and through care for prisoners.
5. To promote, monitor and adhere to all relevant legislation, protocols, policies and procedures and ensure any deviations are subject to multi-disciplinary reviews.
6. To keep abreast of developments in policy, strategy, legislation and best practice relevant to services for substance users and to inform staff of changes and developments.

There may also be a requirement to undertake other similar duties as part of this post in order to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time in light of developments and may be amended in consultation with the post holder.

**Generic Responsibilities**

**CONFIDENTIALITY**

Patient and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained in accordance with the Data Protection Act 1998.

**CODE OF CONDUCT**

All staff are expected to adhere to all Delphi policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession.

**PRIVACY AND DIGNITY**

Staff should respect patients/relatives diversity, cultural needs and privacy. In addition, staff should be compassionate rather than just delivering technical care and treatment. All staff are expected to be knowledgeable about and comply with the Privacy and Dignity policy.

**INFECTION PREVENTION AND CONTROL**

Infection control is everyone’s responsibility. All staff, both clinical and non clinical, are required to make every effort to maintain high standards of infection control and specifically are required to:

* Attend mandatory infection control training provided for them
* Wash their hands or use alcohol gel on entry and exit from all clinical areas and between patient contact
* Challenge non compliance when observed to protect patients or report any non compliance to their line manager
* Promote patient safety and act as a role model for other staff.

In respect of Infection prevention and control, staff need to be familiar with and adhere to the following policies;

* Infection Prevention and Control
* Uniform and Work Wear including “ bare below elbows” guidance
* Sickness and Absence.

This is not an exhaustive list and staff need to note that policies and procedures are updated and added to continuously. All staff have a responsibility to familiarise themselves and adhere to all policies.

**SAFEGUARDING VULNERABLE ADULTS AND CHILDREN**

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

* Familiar with safeguarding policies
* Attend the appropriate training for safeguarding
* Know who to contact if you have concerns about an adult or child’s welfare.

Additional help and advice is available from the designated safeguarding leads; Designated Paediatrician for Safeguarding Children, Named Lead Nurse for Safeguarding Children; Designated Lead Doctor for Safeguarding Adults; Named Lead Nurse for Safeguarding Adults; and the Named Midwife for Vulnerable Women.

**NO SMOKING**

Delphi has a Smoke Free policy. All Health Service premises are considered No Smoking Zones, other than designated staff smoking areas.

**HEALTH AND SAFETY**

Delphi has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health and Safety legislation and the Trust’s policies relating to Health & Safety and Risk Management

**Person Specification**

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| **Job Title:** | **Integrated Service Manager** |

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| **Competence** | **Essential** | **Desirable** | **Assessment** |
| **Qualifications and training** | Degree level or equivalent.  Ability to become the CQC Registered Manager, possessing the relevant skills & experience required to manage complex and diverse health/social care services in a prison setting.  Management and supervision training.  Commitment to attain a management qualification (Level 5) and Certificate in the Management of Drug Misuse Part 1 (RGCP 1). | Educated to degree/comparable level in relevant discipline (e.g. nursing, psychology, addictions, health and social care)  RCGP 1  Management qualification (level 5 or above)  IT qualification (e.g. CLAIT; ECDL) |  |
| **Skills and abilities** | Knowledge and understanding of current substance misuse policy, legislation and evidence based practices including Recovery oriented services.  Knowledge and understanding of the Transforming Rehabilitation strategy  Ability to build and develop teams of people and provide strong leadership to a diverse workforce, using both motivational and performance management tools, including:   * staff line management * performance management * invoking & undertaking formal procedures * motivating & engaging staff * identifying training & development needs   Ability to use initiative and creativity in problem solving.  Ability to undertake audit and research to review and develop services.  Ability to communicate effectively in writing and orally to various audiences  Ability to manage pressure and conflicting prioritises effectively.  Able to demonstrate excellent organisational and time management skills with the ability to manage pressure and carry a diverse workload with competing demands  Excellent influencing and negotiation skills and the ability to manage differences constructively.  Ability to work closely with a range of stakeholders and other providers in helping plan the future of service provision  Ability to manage with minimum supervision from line manager  Knowledge of safeguarding legislation, policies and procedures  Understanding and ability to manage Health and Safety in the workplace, including environmental issues for service users and staff  Ability to work within evidence based practice and with due regard to diversity and inclusion in the workplace.  Excellent IT skills using Microsoft Office, in particular Word, Excel, Outlook etc. | Knowledge and skills in using SystmOne and National Drug Treatment Monitoring System (NDTMS)  Knowledge of effective marketing  Knowledge of commissioning structures  The ability to demonstrate proven experience of implementing CQC standards & requirements over a range of disciplines.  Demonstrate experience of/or knowledge of project management  Experience of purchasing and invoicing systems |  |
| **Experience/ Knowledge** | Minimum of 3 years experience at management level working within the substance misuse field, or another related health/social care setting  Minimum of 2 years experience of working within custodial setting  A successful track record of effective partnership working.  Managing a multi disciplinary team  Strategic development - Contributing to and experience of writing local policy and protocols  Experience and understanding of what constitutes high quality services in a rehabilitation/residential/hospital/prison/IRC with relevant experience of using quality measures and tools to action improvements and change as required.  Experience of implementing organisational policy and procedure, including the ability to contribute to the development of local procedures and protocols.  Previous experience of collating and analysing data to evidence outcomes and inform service improvement  Experience of identifying purchaser needs and networking at a local and national level with current and potential purchasers.  Experience of budget preparation and presentation, including setting, monitoring and reviews of budgets.  Experience of writing detailed reports and proposals | Involvement of service users and carers in service planning, monitoring and delivery  Experience and/or detailed understanding of working with a clinical team to deliver quality services including prescribing  Demonstrate experience of developing, presenting and implementing service related business plans with the ability to develop new or existing services.  Experience of writing successful tenders for the delivery of substance misuse services |  |
| **Personal effectiveness** | Ability to treat service users with respect and dignity at all times, adopting a culturally sensitive approach, which considers the needs of the whole person  An ability to make sound and timely decisions and initiate actions to solve problems.  To be outcome and solution focused  To hold a belief that people can and do make remarkable changes and be prepared to challenge other’s views on this if these views may lead to the ongoing social exclusion of our clients or present an obstacle to them successfully rebuilding their lives.  Able to build constructive relationships with warmth and empathy, using good communication skills |  |  |
| **Circumstances** | Commitment to support Delphi’s values and noble cause.  Willing and able to work over and above contracted hours when necessary  This role is based at a location where public transport is limited and will also involve travelling to other sites. Therefore, the post holder must either hold a current driving licence, have access to a roadworthy vehicle and have appropriate car insurance or have access to suitable transport to allow them to fulfil the purpose of the job role  To have been accepted through the Prison Vetting process. |  |  |
| **Diversity** | Demonstrate the ability to effectively work with people regardless of their ethnic, cultural, social backgrounds, their gender, age, religious belief, disability and sexual orientation. |  |  |