



1. JOB IDENTIFICATION

Job Title:	Assistant Manager
Accountable to:	Service Manager
Department(s):	Operations
Tenure of Post:	21 - 28 hours / Over 7 days (with potential on call responsibility)
Salary Grade:	Grade 5 (£24,500 - £26,500) Pro rata to hours worked <i>Placement subject to experience/qualification status</i>

2. JOB PURPOSE

The Assistant Managers will be responsible for ensuring smooth delivery of Lifelink day to day operations. This will include line and performance management of staff. The key purpose of this role is to build a strong local team, ensuring that a positive and can-do culture prevails, and that Lifelink Policy and procedures are always followed.

The post holder will support the development of key relationships and communications with local partners, networks and agencies, representing Lifelink in a positive and professional manner, and will attend meetings and present service information at events as required.

This is a flexible and responsive role embedded in the local community. The post holder will be abreast of local services, developments and initiatives, ensuring that local information is readily available to support business needs and maximising any development opportunities that may arise. They will also facilitate groupwork or training sessions as required to meet the needs of the locality or as determined by the delivery plan. This may include delivering corporate training, community based workshops or on occasion Group Work sessions.

This post will be important in the development of new and existing services. The successful candidate will participate in internal project teams when necessary, supporting the Service Manager in ensuring tasks are completed as required.

3. LIFELINK VISION AND VALUES

Our vision is that people are healthier and happier wherever they live, work or learn

All services delivered by Lifelink are underpinned by the following core values:

- Inclusive:** We reach out to communities to reduce isolation and risk of suicide; as one team, together we take pride in our achievements
- Supportive:** We see the whole person, actively listen and offer clear information; we act with empathy and compassion
- Innovative:** We encourage innovation and excellence, share learning and best practice and celebrate success; we embrace change and are responsive to stakeholder and customer needs
- Integrity:** We always act fairly, ethically and openly; we treat each other as we would wish to be treated, with dignity and respect

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4. KEY TASKS AND ACCOUNTABILITIES

1. Responsible for the performance and line management of therapists and other staff as required, to ensure achievement of KPIs and performance outcomes.
2. Responsible for the smooth running and health and safety of a range of delivery venues/facilities, ensuring they remain fit for purpose, and instigating required equipment/facility/safety upgrades.
3. Ensure all staff maintain adequate records and that business information systems are being utilised appropriately in line with requirements.
4. Support Service Manager in performance management of relevant contracts, ensuring targets and outcomes are being met on budget and implementing corrective actions when required.
5. Prepare and present effective reports as required, to demonstrate performance against contracts, SLA, KPIs and support changes in operations activity or process.
6. Attend relevant contract meetings and represent Lifelink's business interests at a local level as required.
7. Lead projects and assigned business development tasks to completion and communicate as agreed by LSMT.
8. Develop and nurture internal and external relationships at a local level, proactively representing the company to a range of stakeholders including clients, commissioners, partner agencies, private sector, etc.
9. Implement and oversee quality assurance of service delivery, including quality checks and communication of results in partnership with other assistant managers, to improve service quality and compliance with appropriate standards and frameworks.
10. Ensure waiting list protocols are properly monitored, identifying and implementing agreed solutions in partnership with Service Manager and delivery staff.
11. Responsible for the delivery of groupwork and training sessions as determined by the delivery plan
12. Ensure production of relevant case studies, evaluative materials and data, and other written reports/documentation as required.
13. Contributing to and participating in the development and marketing of Lifelink services.
14. Ensure all staff maintain adequate client records in line with Lifelink policies, procedures and systems requirements.
15. Achievement of relevant KPIs and objectives defined as appropriate to the role, and proactively participating in the Company performance management appraisal process.
16. Attending and fully participating in team meetings, team training/CPD, supervision and performance management and support meetings as required.
17. Performing other related duties as required and/or assigned by the Service Manager, or other member of the LSMT.

5. KEY BEHAVIOURS

1. Be proactive.... don't wait for it to happen, make it happen
2. Be open and honest... your, and our, reputation is everything
3. Be reliable... make good on all your promises
4. Be equitable.... be fair with everyone
5. Listen... to all staff and feedback your understanding of their, thoughts, needs and concerns
6. Innovate like an entrepreneur.... work like it's your business, your money, your staff and your customers
7. Think growth, quality, and above all, community

JOB DESCRIPTION

PERSON SPECIFICATION	Job Role	ASSISTANT MANAGER
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Selection Factors		CRITERIA
QUALIFICATIONS & TRAINING	Essential	<ul style="list-style-type: none"> Degree level qualification related to community development, coaching/mentoring or counselling or another related area. Commitment to continuing professional development (CPD)
	Desirable	<ul style="list-style-type: none"> Professional qualification in a management discipline, or in community development / coaching/mentoring etc. Evidence of CPD ASIST / Safe Talk / SMHFA trained
EXPERIENCE OF	Essential	<ul style="list-style-type: none"> Experience of managing staff and supervising service delivery teams Experience of monitoring and reporting on service delivery levels using computerised information systems and IT packages Experience of delivering group work and/or training to a range of groups including vulnerable adults and young people Experience of working in partnership with a range of agencies and services
	Desirable	<ul style="list-style-type: none"> Experience of providing staff training / coaching to improve service output/quality Experience of marketing services effectively across a range of environments, including presentations to a varied audience Experiences of identifying, developing and maintaining partnerships with agencies and services Experience of contributing to evaluative methods and processes
KNOWLEDGE OF	Essential	<ul style="list-style-type: none"> A clear understanding of distress, anxiety, stress and mental health issues and the challenges people face in this respect A clear understanding training and development A clear understanding of influences affecting team and individual performance and how to effectively implement / manage these Relevant legislation e.g. vulnerable adult, child protection, confidentiality and GDPR
	Desirable	<p>Sound knowledge of:</p> <ul style="list-style-type: none"> Health and Social Care service delivery environment in Scotland Wellbeing focused training and development programmes Impact of health inequalities on stress and mental health The social model of health and holistic, asset based therapeutic approach The importance of partnership working Organisational policies and procedures e.g. attendance management, confidentiality, disciplinary, capability and support and supervision policies. Awareness of recent policy documents and current frameworks relating to mental health and wider deprivation
COMPETENCIES & SKILLS	Essential	<ul style="list-style-type: none"> Excellent planning and organisational skills High level of intra and inter personal skills Strong verbal and written communication skills,

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		<ul style="list-style-type: none"> • Skilled influencer with problem solving, diplomacy and negotiation skills • Proficient and confident IT skills with knowledge of main Microsoft / O365 packages • Ability to understand, achieve and evidence positive service delivery outcomes
	Desirable	<ul style="list-style-type: none"> • Experience in using client record management databases / IT systems • Experience / confidence in using hand held / mobile technologies (e.g. tablets, smartphones etc) for recording and systems access purposes • Coaching and mentoring skills
PERSONAL CHARACTERISTICS AND OTHER	Essential	<ul style="list-style-type: none"> • A current driving licence and access to own vehicle • High level of self-motivation • Shows initiative with the ability to offer new ideas • Ability to respond constructively to internal organisational and external environmental change • Able to build effective and engaging relationships • Resilient and reliable • Collaborative • Assertive and can challenge constructively • Solution focussed and results driven • Adaptability and flexibility of approach