Service Manager – Occupational Health (OH)

## Job details

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| Job title: | Service Manager – Occupational Health |
| Department: | Corporate Mental Health Psychological Therapy Service |
| Location: | Home Based / Remote  |
| Reporting to: (job title only) | PTS Operations Lead |
| Direct reports: (job title only) | Team Managers - OH |
| Job purpose, Roles & Responsibilities: | The OH Service Manager will be responsible for ensuring the effective operational delivery of the OH service within PTS which offers a range of psychotherapy interventions for both adults and children.**Main responsibilities** The post holder is responsible for: * Provide day to day management of the PTS service, and leadership to Team Managers
* Provide line management to team managers and provide non-clinical support for staff across the service
* Assisting with the strategic development of the service both internally and externally
* Be able to explain, discuss and market VHG services with existing and prospective customers
* Support the Account Management team on ensuring timely and appropriate involvement of other business functions in the business development process to optimise success rate, profitability and seamless implementation
* Manage & investigate complaints in line with the company’s complaints management process covering operational aspects of the service
* Ensure all aspects of confidentiality and data protection relating to both the service and individuals are always maintained
* Ensure Non-Clinical audits are governed within audit cycle and reports provided to the central governance team within deadlines.
* Maintaining an in-depth knowledge of all VHG services

**Be accountable for the management of staff within the service:** * Work as part of the Service management team to recruit the correct numbers of staff to provide all levels of interventions and the development of a short, medium and long term workforce plan to meet the needs of the service, taking into account recruitment and retention factors including staff turnover and training
* Work closely with the Operations Lead/Call Centre Manager to ensure that there is capacity to meet demand levels for service users.
* Ensure operational KPI’s & SLA’s are met by the service including but not limited to staff utilisation & availability.
* Ensure that poor performance within the service is managed effectively
* Lead on recruitment of new staff to the service
* Set objectives and personal development plans with Team Managers and support with performance improvement plans as and when required
* Report all sickness absence to HR and conduct return to work and relevant paperwork, ensuring sickness and staff welfare is managed appropriately
* Adhere to, and ensure adherence to, all people management policies and procedures

**In collaboration with the clinical team be responsible for the management of service delivery:** * Ensure effective and high performing service delivery that meets the needs of customers and clients accessing corporate wellbeing services
* Ensure appropriate service structures and processes are in place to facilitate smooth operational delivery
* Ensure team and staff rotas are in place and adhered to, to enable effective escalation of clinical and operational issues
* Ensuring that all customer reports required are produced and submitted on time, providing peer review for necessary reports
* To have a good understanding of contract specific workplace recommendations and ensure that these are clearly stated in documentation to the customer
* Assisting with the collection and recording of qualitative outcomes as well as statistical outputs
* Ensure Quality Assurance systems are imbedded at all levels of service delivery

**General** * Take responsibility for own health and safety and the health of safety of colleagues, clients and the general public
* Not abuse their official position for personal gain, to seek advantage of further private business or other interests during their official duties
* To undertake other such duties consistent with the post, as jointly agreed between the post holder, Service Lead and VHG Board
* To always deliver the service in line with and adhere to the Policies and Procedures.
* Any other reasonable request as required

**Equality Diversity & Inclusion (EDI)**We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.* Be aware of the impact of your behaviour on others
* Ensure that others are treated with fairness, dignity and respect
* Maintain and develop your knowledge about what EDI is and why it is important
* Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team
* Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice
* Be prepared to speak up for others if you witness bias, discrimination or prejudice
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| Additional information: | Some travel including occasional overnight stays may be required, so a full clean driving licence is desired.  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | Leadership & Management qualifications (CMI/ILM or other recognised body) |
| **Experience** | Experience of capacity management  Experience of supervising people and resource allocation Experience in providing training/ overseeing students Experience in line management Experience of working within multi-disciplinary and multi-cultural settings Experience of generating policy and procedural working practices  | Understanding of Bluezinc Caseflow system |
| **Skills/knowledge** | IT literate – intermediate level minimumKnowledge and understanding of the roles of the various stakeholders in VHG and the corporate environment  |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | Excellent verbal and written communication skillsHigh level of enthusiasm and motivationAbility to work individually or within a team and foster good working relationshipsAn awareness of and commitment to supporting and facilitating diversity and inclusionAbility to work under pressureExcellent time management skills |  |

# Version Control

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| Owner: |  | Review: | Annually | Classification: |  |
| Author: |  | Version: |  | Status: |  |
| Date Published: |  | Code: |  |  |  |

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| Version: | Date: | Summary of Changes |
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