

Job Description

Job title:	Service Manager
Grade / Salary:	£36,371 – £40,471 (points 38-42 on VPK scale)
Hours:	Full time (34.5 hours)
Responsible to:	Chief Executive
Location:	Perth office, flexibility during Covid
Benefits:	35 days leave (including public holidays) Final salary pension scheme
Contract:	Permanent

Job purpose

To lead, manage, develop and contribute to the delivery of VisionPK's sensory services, including a contracted Rehabilitation Service, group and outreach activities.

1. Key Result Areas

1. To manage and ensure the effective operation of all aspects of the above services and activities, including health and safety.
2. To take a lead role in developing practice-related health and safety standards, monitoring their effective implementation in the team.
3. To identify and gather feedback from people using services, as well as monitoring services on a weekly, quarterly and annual basis.

4. To set and monitor budgets, gather and monitor evaluation data, produce reports and prepare / contribute to funding proposals and applications.
5. To ensure the VisionPK Rehabilitation contract is delivered in line with agreed standards and performance.
6. To stay updated on external legislation and practice which affects service delivery and develop new / update existing service related policies as required.
7. To lead by example in relation to VisionPK's philosophies, values and policies, meeting objectives and focused on enhancing the lives of people using our services.
8. To contribute to VisionPK's strategic development and overall management, deputising for the Chief Executive in their absence.

2. Duties / Tasks

Service delivery and development

- 2.1 To ensure the effective planning, resourcing and delivery of services which are responsive to the needs of service users and stakeholders.
- 2.2 To maintain an overview of the external environment and issues which might affect VisionPK's service delivery.
- 2.3 To ensure that services meet legal, practice and statutory requirements and to lead the ongoing review and development of practice to meet and exceed standards.
- 2.4 To develop and promote services to all potential funders and service users, optimising service income where appropriate.

- 2.5** To work closely with the VisionPK team, funders and external partners to contribute to the development of relevant policy and practice.
- 2.6** To allocate referrals and support the team with casework where appropriate through carrying a small caseload.

People Management

- 2.6** To line manage the Rehabilitation team (4 people), admin support function (1) and new service developments (currently 1). As services evolve and develop, responsibilities may change, so a flexible approach is needed.
- 2.7** To lead, manage, supervise and develop line managed staff to a high standard and in line with VisionPK's policies and procedures.
- 2.8** To support service users and volunteers in line with the organisation's policies and procedures.
- 2.9** To act as Duty Manager for lone working within the team.

Resource Management

- 2.8** To adhere to the relevant office, finance, administrative and reporting procedures of VisionPK.
- 2.9** To set, manage, monitor and forecast budgets.
- 2.10** To contribute to funding applications and tenders.
- 2.11** To develop and ensure the implementation of appropriate health and safety practices and risk management.
- 2.12** To lead the development of relevant policies
- 2.11** To monitor and evaluate service outcomes, quality and standards

2.12 To undertake other appropriate duties as required.

Other

2.13 To work within the SSSC Code of Practice for Social Service Workers

Person Specification

1. Qualifications

- 1.1 Relevant degree – essential
- 1.2 Either Social Work Degree (DipSW, CQSW, CSS) or equivalent Health and Social Care / Management Qualification certificated at or above SCQF level 9) – essential
- 1.3 Management qualification – desirable

2. Knowledge and Understanding

- 2.1 Knowledge of hearing loss and / or visual impairment – desirable

3. Experience – essential

- 3.1 Managing and developing staff, including managing performance
- 3.2 Planning, including strategic planning
- 3.3 Writing, monitoring and implementing policies
- 3.4 Report writing
- 3.5 Partnership working
- 3.6 Problem solving and finding creative solutions
- 3.7 Using Microsoft 365, particularly Word and Excel, to produce own correspondence/ reports
- 3.8 Work with budgets

4. Experience – desirable

- 4.1 Working with older people
- 4.2 Budget setting and management
- 4.3 Leading and developing teams
- 4.4 Contributing to tenders / funding applications
- 4.5 Using creative approaches to improve services
- 4.6 Using a database

5. Skills and Abilities – essential

- 5.1** Excellent written and verbal communication skills
- 5.2** Negotiation and influencing skills
- 5.3** Able to assess and analyse information
- 5.4** Managing and supporting change
- 5.5** Able to contribute to equality of opportunity across all areas of work

6. Personal Qualities

- 6.1** Self-aware and aware of impact on others
- 6.2** Able to work in a reflective and consultative way
- 6.3** Fit with VisionPK's values of: trust; respect; empathy; being inclusive; encouraging independence, offering choice and promoting quality

7. Other

- 7.1** Clean driving licence and access to a car during working hours
- 7.2** This post will be subject to a PVG check at enhanced level, so membership of the PVG scheme will be required
- 7.3** Evidence of full vaccination against Covid and a commitment to maintaining this in line with VisionPK's requirements
- 7.4** Willingness to work flexibly when required (TOIL available)

Background

VisionPK is a small charity based in Perth, offering services to people living in Perth and Kinross who are blind, partially sighted, Deaf and hard of hearing.

Our aim is to support the empowerment of people with a sensory impairment to take a full and fulfilling role in society and help them achieve the personal outcomes they aspire to.

We do this by providing and continuously developing a wide range of services for people with a visual and / or hearing impairment, in partnership with appropriate statutory, voluntary and business sector organisations.

Our values are: trust; respect; empathy; being inclusive; encouraging independence, offering choice and promoting quality.

Our strategic aims are:

- To have happy, satisfied and committed staff and volunteers, whose work and approach reflects our values
- To promote independence for people with sensory impairments
- To increase awareness of VisionPK across Perth and Kinross.
- To improve VisionPK's financial sustainability
- To put into place systematic, evidence-based processes to monitor and evaluate our work and impact
- To ensure VPK's infrastructure, systems and processes are robust and up to date
- To optimise our property portfolio and management
- To develop new services for people with sensory impairments.

Our services and supports include:

- Rehabilitation services for visually impaired adults
- Habilitation for children and young people
- Hearing support for people who are Deaf, profoundly deaf and hard of hearing
- Equipment provision
- Information and advice
- Social activities for people with sensory impairments
- Group work and outreach.

We are looking for someone to lead and support a team of 3 Rehabilitation Workers (2.2 FTE), a Hearing Loss Support Worker and a part-time Admin Worker. You will also oversee our Community Worker and the new Lottery funded groupwork project they are developing called Vision Re-Connect which aims to develop groups for visually impaired people across Perth and Kinross.

In this role, you will receive and allocate referrals, taking on a small caseload where needed. You will manage and develop the team, monitoring delivery of our PKC funded sensory contract. You will be outcomes focused, with reference to the national See Hear framework, with a focus on evidencing impact and satisfaction.

You will be joining us at a busy time. We plan to relocate to a new High Street location in January, where our vision is to develop a vibrant, busy Sensory Hub offering information, support and services, increasing awareness of what we can offer and helping more people. We want to involve volunteers with sensory impairments in all areas of our work. The Service Manager will play a key role in promoting our work to partners, supporting the team to continue delivering excellent services.

We have a new, three year sensory services contract and have just taken on responsibility for the hearing loss element of our contract, previously delivered by RNID.

Given the current situation surrounding Covid-19, risk assessment / health and safety will be an ongoing part of your role and you will be

expected to support your team and colleagues to work safely, keeping them updated as required. As the service lead, you will also be expected to develop / update new service-related policies and promote a policy-led working environment.

As a senior manager, you will also be part of a small management team, with the opportunity to contribute to VisionPK's future growth and development, learning and growing / developing your professional knowledge, skills and development in parallel.

You will engage widely with partners, increasing awareness of our work and representing VisionPK on a range of local groups, such as the Physical Disability Strategy group.

This is an opportunity to make a positive impact on the lives of people with sensory impairments, as well as on VisionPK.

Terms and Conditions for Applicants

The following terms and conditions are offered by VisionPK. Any variation to these will be detailed in your contract of employment should an offer of employment be made.

All terms and conditions are calculated pro-rata for part time or sessional staff.

The salary for the Service Manager post is £36,371 - £40,471 for 34.5 hours / week. Hours are 9am – 5pm over four days, finishing at 4.30pm on a Friday.

Business mileage is paid at the HMRC rate of 45p per mile.

Holiday Entitlement:

35 days annual leave including Public and Bank Holidays

Sick Pay:

In addition to Statutory Sick Pay, VisionPK offer a generous company sick pay scheme that increases with your length of continuous service.

Continuous Service	Maximum payment in any rolling twelve month period
During first year of service	Four working weeks' full pay and eight working weeks' half pay
During the second year of service	Eight working weeks' full pay and eight working weeks' half pay
Three years' service or more	12 working weeks' full pay and 12 working weeks' half pay

Pension:

VisionPK offers access to a final salary pension scheme for this role. The employer contribution varies, but is currently around 17%, with the employee contributing around 6% (this also varies).

General employment policies:

VisionPK is an equal opportunities employer and we are proud of our terms and conditions. We recognise that from time to time our employees may need additional support and as such we offer a flexible and supportive working environment. This includes specific policies on matters such as paid compassionate leave, special leave, financial support for occupational training and the opportunity to negotiate flexible working arrangements.