



Applicant Pack

Service Manager

Community Led Initiatives CIC
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Applications submitted to vacancies@communityled.org.uk

Closing Date: 17:00 on the 5th August 2022

About Us

Community Led Initiatives was formed in 2013 and has established itself as one of the leading peer-led organisations in the country. We deliver personalised and intensive mentoring support to people who find it hard to rebuild their lives after facing significant challenges in life. Our approach to working with people on a very human level has seen us successfully deliver projects around the country. Our lived experiences helped to shape and inform our approach and establish the values which drives CLI forward.

Within CLI, we have built on the mentoring support we provide by creating new routes into society for the people we support. We have supported our partners to develop ways to remove the barriers that can stop people progressing. We work hard to support people to overcome their challenges and achieve their goals in life is both what binds us and drives us on. But equally as important to us is our role in influencing conversations around building more connected communities and improving social cohesion. Our services are run within communities. We believe that for sustained change people need to be able to connect into services and activities within their communities. Our experience has shown us that when someone feels socially excluded, they need help to connect to their community.

We feel that we work differently at CLI. Our organisation is led, staffed and delivered by people with experience of the issues faced by the people we support. Our values run through everything we do and everything we seek to do.

Our service is led by those who benefit from it. We aim to deliver services that people want in a way that is useful. This involves listening and being responsive. We believe that supporting people in all areas of life will help to achieve their goals.

This is the same for our staff, our volunteers and the beneficiaries of our services. So we work to create a working environment that promotes good mental health and allows people to flourish. That is the CLI way and leads our decision making.

Benefits of working at CLI

- 28 days annual leave plus bank holidays
- Flexible working
- Competitive pension
- Life insurance from commencement of employment

Job Advert

Job Title: Service Manager – SAMAS Peer Support Service

Salary: £27,000-£30,000 per annum

Contract Type: Fixed Term for 12 months (with potential to become permanent)

Working Hours: 37.5 hrs per week

Location: Bedford Borough/Central Bedfordshire

Responsible to: South Regional Manager

Our vision at CLI is that everyone feels a part of their community and can achieve their potential. We provide a pathway into new, healthier, and positive lifestyles for people through mentoring, one-to-one support, group activity and volunteering so people can develop the skills and community connections to enable them to sustain positive change. To make our vision possible, we are seeking an experienced Service Manager to assist with providing leadership and management to our growing service delivery team across Bedford Borough and Central Bedfordshire. This is a management position working closely with the Regional Manager.

As Service Manager, you will work alongside the Regional Manager and contribute to the successful delivery and development of the service. You will support the management of service operations for Bedford Borough / Central Bedfordshire SAMAS contract, criminal justice pathway and rough sleepers' initiative. Additionally, you will work with external partners and linked providers to ensure delivery of service is in line with the contract and funder requirements. You will be responsible for providing effective line management, support, and coaching to service staff in relation to their practice and professional development. We actively welcome applications from people who have lived experience of prison or probation, addiction, mental ill-health, or homelessness, as this is often the reality for those people we support.

The successful candidate will commit to working in line with our workplace values which are:

- People first – people are our top priority. We care so everyone can be their best.
- Community – our actions and support help build stronger communities where people can find their place and thrive.
- Transformation – we do challenging work, creating positive change that helps people move on with their lives.
- Excellence – we strive to always be our best, to exceed expectations, to learn from our mistakes.
- Trust – we trust ourselves, our colleagues and those we work with to do the right thing, to show integrity, acceptance, respect and fairness in all we do.

To apply for the Service Manager position, please read the job description/person specification and complete the application form and email to vacancies@communityled.org.uk by 5th August 2022

Community Led Initiatives is an Equal Opportunity Employer and welcomes applications regardless of race, nationality, ethnic origin, sex, marital status, disability, or age. All applicants are considered based on their merits and abilities for the job. All posts are subject to enhanced DBS checks however it will not be used to discriminate unfairly against any individual. We actively promote equality of opportunity for all with the right mix of talent, skills, and potential and welcome applications from a wide range of candidates, including those with criminal records.

Job Description

1. Job Summary

- 1.1 To work alongside the Regional Manager and contribute to the successful delivery and development of the service.
- 1.2 To support the management of service operations for Bedford Borough / Central Bedfordshire SAMAS contract, criminal justice pathway, rough sleepers initiative.
- 1.3 To work with external partners and linked providers and ensuring delivery of services in line with contract and funder requirements.
- 1.4 Provide effective line management, support, and coaching to service staff in relation to their practice and professional development.

2. Workplace Values

- 2.1 Operate in line with our workplace values which are:
 - People first – people are our top priority. We care so everyone can be their best.
 - Community – our actions and support help build stronger communities where people can find their place and thrive.
 - Transformation – we do challenging work, creating positive change that helps people move on with their lives.
 - Excellence – we strive to always be our best, to exceed expectations, to learn from our mistakes.
 - Trust – we trust ourselves, our colleagues and those we work with to do the right thing, to show integrity, acceptance, respect and fairness in all we do.

3. Organisational Relationships

- 3.1 Responsible to the Regional Manager and Senior Management Team.
- 3.2 Responsible for Area Coordinators and Support Workers across the BB/CB SAMAS contract, criminal justice pathway, rough sleepers' initiative
- 3.3 Work alongside and develop effective relationships with partner agencies and other stakeholders within and connected to the Bedford Borough / Central Bedfordshire contracts.
- 3.4 To liaise effectively with local organisations and other relevant agencies to support the development of stakeholder networks which provide opportunity of rehabilitation for people engaged in the service.

4. Main Duties

- 4.1 To contribute to the management of our contracts
- 4.2 To promote and embed the workplace values of CLI within the team.
- 4.3 To ensure the delivery team participate in, as appropriate, training, research, and other developmental activity relevant to improving performance and standards of practice.

- 4.4 Participate in the development of evidence-based practice within CLI's model of service delivery.
- 4.5 Promote high standards of person-centred practice amongst the team in line with our organisational values.
- 4.6 To ensure that you are up-to date on all relevant policies and procedures in line with local and governmental frameworks.
- 4.7 To support the development of CLI's Strategic Workplans and implement and oversee operational work plans.
- 4.8 Ensure projects have the required resources and capacity to successfully deliver the contracts and achieve required service response, quality, and performance indicators.
- 4.9 Development and oversight of supervision and appraisal systems, performance improvement plans and continuous professional development, in line with required competencies.
- 4.10 To identify and resolve any performance issues among the delivery team.
- 4.11 Monitoring performance against targets and deliverables for the contract.
- 4.12 Contribute to ensuring contractual and regulatory compliance.
- 4.13 Reporting contract performance trends and issues to service delivery staff and senior management.

5. Other

- 5.1 Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
- 5.2 Comply with Health and Safety policies and procedures.
- 5.3 Ensure the implementation of CLI's policies and procedures.
- 5.4 Carry out such other relevant duties, as required.

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

CLI strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. The contribution made by staff and volunteers in achieving the organisation's goals is recognised by all.

Person Specification:

CRITERIA	ESSENTIAL	HOW ASSESSED (A, I, E)*
Experience	<p>Experience of supervising and appraising staff and/or volunteers, motivating them and achieving positive outcomes in line with contractual obligations.</p> <p>Experience in Inter-agency working and building and maintaining strong, positive relationships with partner agencies and commissioners within SAMAS, Criminal Justice, and rough sleepers' settings.</p> <p>Experience of producing detailed reports to a high standard including performance reports.</p>	A, I
Knowledge	<p>A comprehensive understanding of the criminal justice system, homelessness, mental health, substance misuse and the work of Probation services.</p> <p>A comprehensive understanding of best practice when working with individuals across different areas of challenge.</p>	A, I
Skills and Abilities	<p>Communicate well in a range of settings, with different people, including contract managers and senior leaders within partner organisations</p> <p>Effective time management skills with the ability to prioritise work, handle conflicting demands and meet tight deadlines</p> <p>Ambition to be part of a high performing nationally recognised team, to work in support of others and to operate at a senior level within the organisation, accountable for relevant areas of work and development.</p>	A, I

	The ability to be creative and forward thinking, with a “can do” attitude when faced with challenges that may require an adjustment in current ways of working or delivering a service.	
Equal Opportunities	A comprehensive understanding of Equality & Diversity issues.	I
Other	A comprehensive understanding of Health & Safety in practice.	I
	Willing to undertake training, as required.	I
	Current driving licence, use of car and appropriate business use insurance.	A, I

Key:

A – Application Form

I – Interview

E – Practical Exercises

**Thank you for taking the time to reading this Applicant Pack,
we look forward to receiving your application.**