

Job Description and Person Specification

Service Manager - Therapy

Job Details	
Grade	GRD10
Service	Partners Localities & Social Care
Location	City Wide
Job Evaluation Code	

About Coventry City Council
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
To oversee services for adults in Coventry, including short-term assessments and longer-term case services within community and multi-agency settings. Ensure services meet quality standards, are personalised, outcome-focused, responsive, and promote independence, choice, and control for individuals with care needs and carers. Lead and contribute to service development aligned with new government initiatives, guidance, and legislation. Manage operations efficiently and effectively to enhance service delivery while addressing the evolving needs of the community and stakeholders.

Main Duties & Key Accountabilities

Establishing, maintaining, and updating operational policies for services within the designated area of responsibility, ensuring effective implementation at all times.
Supporting service leaders in strategically planning and developing adult services, ensuring adults and carers actively engage in policy and decision-making processes.
Providing professional leadership and promoting excellence in Occupational Therapy practice. Developing and implementing Quality Standards and an Assurance Framework using various methods, including themed audits and direct practice observation. Ensuring accountability for quality and standards of Occupational Therapy work within Adult Social Care.
Promoting and developing effective partnership working with various partners, particularly NHS services, statutory agencies, and third-sector organisations. Including creating new service initiatives to improve local service delivery and outcomes for adults and carers. Ensuring appropriate governance arrangements exist within multi-agency settings.
Taking responsibility for budgets, ensuring services adhere to financial frameworks, and conducting thorough monitoring and reviewing processes to maintain compliance. Managing negotiations for joint funding arrangements and ensuring effective recharging to relevant agencies. Establishing information systems alongside developing and maintaining budgetary control reporting systems, ensuring records are kept to audit standards.
Utilising available resources to deliver adaptable services and personalised support plans that uphold equality and address the needs of individuals from diverse communities.
Being responsible for overseeing leaders in managing their teams, offering professional guidance and support to them and, when necessary, other staff. This includes actively reviewing supervision, examining case files, and ensuring a comprehensive overview of digital records.
Ensuring effective workforce planning by guaranteeing the team possesses the appropriate skill mix through thorough recruitment, retention, and career progression initiatives. Promoting opportunities for professional growth and fostering continuing development. Attracting new individuals to Occupational Therapy while collaborating with external partners to enhance social care visibility. Maintaining and sharing current expert knowledge, including research insights and updates on case law.
Taking responsibility for continuous professional development within the team, ensuring awareness of new national and local initiatives is maintained, shared, and applied. Innovating methods to support learning and development through e-learning, coaching, and shadowing.
Chairing complex case conferences and reviews, as required.
Collaborating with Workforce Development colleagues, managing training budgets and identifying staff training needs aligned with service plan priorities and external standards.
Managing positive employee relations within the service while participating actively in local discussions with Trade Unions when applicable.

Ensuring community equipment services comply with standards for procurement, storage, and supply of equipment, while adhering to infection control and decontamination guidelines.

Performing additional tasks and responsibilities aligned with the scope of the salary grade.

Key Relationships

External:	NHS and Social Care Health Professionals and Partners External Care Providers and Commissioned Sectors
Internal:	Senior Colleagues Wider Services Trade Union Colleagues

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

Team Leaders, Contact Assessment Workers, Occupational Therapy Staff, Social Workers

Person Specification

Requirement Type	Int	App	Ass	Requirement
Knowledge	x	x		National Government agenda and priorities for the NHS and Social Care.
Knowledge	x			The principles and application of performance management.
Knowledge	x	x	x	The key issues involved in partnership and multi-disciplinary working.

Skills And Ability	x	x		Able to manage a range of staff, using management interventions to improve performance.
Skills And Ability	x		x	Ability to analyse a range of services, HR, and financial information.
Skills And Ability	x	x	x	Ability to work under pressure, flexibility, prioritisation and focussed on goals.
Skills And Ability	x	x		Able to develop and deliver services for diverse communities.
Experience	x	x		At least 3 years' management experience with health or social care services for adults/older people, including of Allied Health Professionals where appropriate.
Experience	x		x	Managing complex budgets and of maintaining services while adhering to tight financial targets
Experience	x	x	x	Successfully provide leadership and managing change in service delivery to achieve improved outcomes.
Experience	x	x		Working with private/third sector partners and contracted services.
Experience	x	x	x	Multi/cross agency working at a management level
Qualification		x		Professional credentials as an Occupational Therapist and active registration with the appropriate professional organisation.
Special Requirements	x	x		This role falls under the Rehabilitation of Offenders Act 1974, requiring a satisfactory police record check through the Disclosure and Barring Service (DBS).