



WALSINGHAM
SUPPORT Everyone is different

Walsingham Support Role Profile & Job Description

Role Title:	Service Engagement Manager		
Location:	North / South / Wales	Working arrangements:	Service Level Role – based onsite
Reporting To:	Operations and Engagement Manager		
Role Purpose: Why the role exists and its contribution	<p>At Walsingham Support, we believe that everyone has the potential to grow, learn and make choices – we are inspired by possibility. We work with people who require support through a range of interventions such as Coproduction, Person-Centred Care & Support, Positive Behavioural Support & Active Support.</p> <p>We aim to inspire, coach, and empower individuals to discover new possibilities in their lives. We are connected by our values, these include increasing individual capabilities, building solid foundations for the future, enabling people to live more independent lives and always treating each other with respect and professionalism, as individuals.</p> <p>As an inspirational Service Engagement practitioner, you will hold registration and oversee our business operations in an assigned service, whilst working closely with the Practice Lead, to embed and maintain a standardised Business Operating Model. You will be responsible for managing daily operational tasks to support and achieve Individuals/business aspirations and goals and maximise efficient service delivery of your identified service. You will develop a core value based, innovative, Lean, and person-centred practice, which represents continuous improvement across your service, positively challenging the status quo, and ensuring that all care & support is offered with the individual at the heart of all choices and decisions made.</p> <p>Your duties will also include coaching and mentoring service staff and Practice Leads, agreeing SMART performance objectives that are value adding and aligned to corporate strategic objectives. You will ensure regulatory and company standards are upheld.</p> <p>You will lead and manage people, ensure operations run smoothly, and achieve budget targets. As a high performing Service Engagement Manager, you will be able to perform efficiently in a high-pressure environment and demonstrate excellent risk management, problem-solving and decision-making skills.</p> <p>You will demonstrate strong change and project management competency and understanding and will identify service improvement requirements across your service. You will proactively assist and support the Operations and Engagement Manager with the implementation of the Business Operating Model and</p>		

	<p>Transformation Plan. You will have responsibility for supporting and ensuring cultural adoption and sustainable standardisation of operational custom and practice, within your service.</p> <p>You will ensure continued data integrity and management in all aspects of overall Operational record keeping, to enable and optimise business data analysis and inform continuous improvement planning.</p> <p>Required skills and experience</p> <ul style="list-style-type: none"> • Be an inspirational coach who has a person-centred approach, putting the ambition of the individuals we support at the heart of all that we do • Have a strong track record for the highest quality standards of operational delivery through a team within your identified service • Have proven experience of CQC/CIW regulations (or similar), REACH standards and governance, risk & financial management and budget control, with a mind-set of continuous improvement • You are at your best in an environment of collaboration, contribute to organisational wide projects and an demonstrate ability to influence at all levels • Flexibility is a must within Walsingham Support to ensure services run smoothly • Adhere to all government requirements around mandatory vaccinations
Key Responsibilities	Key Elements
Care and Support	<ul style="list-style-type: none"> • Responsibility within your service to ensure that all care & support is offered in a person-centred manner and the individual is at the heart of all choices and decisions made • Responsibility within your service for ensuring safety and compliance with all legal & regulatory standards, and those outlined in Walsingham P&P's • As part of your role, you will be expected to provide management support and oversight to a cluster of services, as defined regionally
Service Management	<ul style="list-style-type: none"> • Responsibility for overall service delivery and performance in your service • Responsibility for 100% compliance with all operational governance processes • Responsible for ensuring all deadlines are met for team members in your service • Responsible for ensuring all notifications are sent to external stakeholders, in line with respective guidance
Line Management	<ul style="list-style-type: none"> • Responsible for ensuring all staff has appropriate supervision and/or appraisals in line with Walsingham policies and procedures • Coach and line manage all Practice Leads in your service, including regular supervision/appraisal/ mentoring and general wellbeing support
Role specific areas	<ul style="list-style-type: none"> • Responsible for achieving business goals and revenue targets for your service • Recruiting, training, and supporting Practice Leads, as well as conducting regular supervision and performance appraisals • Responsibility for oversight/conducting any Employee Relations cases within your service

	<ul style="list-style-type: none">• Responsibility within your service for the management of sickness & annual leave levels• Responsibility within your service for daily operations, managing budgets, and setting performance objectives for staff• Contribute to the implementation of business, marketing, and advertising plans services• Ensure service operations are efficient and cost-effective• Ensure all operational risk management is reviewed and maintained monthly such as, FRA’s, updating Business Continuity Plans, PEEPS, any clinical risks associate with individuals within the service etc.• Managing internal and external stakeholder relationships• Ensuring your service complies with regulatory and quality standards – achieving good/compliant or above with regulator• Ensuring company standards and procedures are consistently understood and upheld• Dealing with escalated issues, incident reports, and legal actions• You will ensure continued data integrity and management in all aspects of overall operational record keeping i.e. Radar and WILs
Role Relationships	
<ul style="list-style-type: none">• Other members of the wider operational team and directorate• Members of the Senior Management Teams• Line manages the Practice Leads• Liaison with other internal and external stakeholders	
The experience, qualifications, knowledge, skills and attributes needed by the role holder to achieve the role responsibilities	Essential € Desirable (D)
QCF qualification, ideally in health & social care management, or a similar qualification. You need to be willing to complete your level 3 Leadership & Management in Health & Social Care as a minimum	D
Prepared to develop management & leadership experience in Health & Social Care to enable you to be an effective leader in your service	D
Excellent communication skills, both verbal and written	E
Strong IT skills and proficiency in Microsoft Office, with CRM systems, and project management tools and digital record keeping	E
Strong analytical, risk management and problem-solving skills	E
Experience utilising operational frameworks that promote the principles of agile and LEAN methodologies, or a willingness to work towards these qualifications	D
Ability to multitask and work efficiently under pressure	E
Proven track record in compliance with regulatory governance & legislation	E
Supporting the service level on-call system and process, for your service i.e. Business continuity around dynamic service cover	E

Learning & Development for Role

Walsingham Support recognises that its most important resource is its employees. It is committed to the training and development of its entire workforce so that they will gain the necessary skills to reach their full potential. This will assist in enabling Walsingham Support to achieve its aims and objectives that are to provide specialised, high quality care and support, and coaching to vulnerable people through a well-trained and supported team. By increasing the skills and knowledge of its staff the organisation will produce confident, highly qualified staff working as an effective and efficient team.

The individual training and development needs will be identified through:

- Ongoing training needs analysis.
- Ongoing Supervision and/or performance appraisal.
- Requests from employees.

The training and development needs identified will be met through a variety of activities depending on the nature and extent of the requirements deemed necessary after assessment.

All internal training provided by the organisation will be of no cost to the employee, unless costs are incurred due to failure to attend except for in exceptional circumstances approved by line manager.

External courses and professional qualifications depending on the nature of the training will be at no cost to the employee, however Walsingham Support withholds the right to apply a charge in certain circumstances.