


Job Title:	Service Manager (YPSMS)	
Grade :	F	
Reports To:	Assistant Director of Specialist Services	

Service Overview

Compass Elevation is the young people's Risky Behaviour Service, working across Harrow and responding to the needs of children and young people who need support around drug and alcohol use. (5-24yrs).

This includes young people who have been identified as vulnerable to developing problematic substance use and/or associated risk-taking behaviours. We directly work with 'at risk' and priority groups of children and young people (e.g. CLA, young carers, NEET, CYP in alternative education, children affected by parental substance misuse, mental health and domestic abuse).

The service provides a range of interventions to children and young people across the Harrow community

Purpose of the Role

As the Service Manager for the Harrow Young People's Substance Misuse Service, you'll play a pivotal role in transforming the futures of children and young people aged 5-24 who are at risk of substance misuse and associated behaviours.

This dynamic role involves leading a dedicated team to deliver universal, targeted and specialist interventions that address the substance use and misuse challenges faced by young people, utilising an evidence-based approach that makes a positive impact on the lives of children and young people across Harrow.

You will be at the forefront of developing and maintaining effective partnerships, ensuring the service is integrated and responsive to the needs of the community. Your leadership will inspire others, fostering a positive and collaborative environment. Ensuring that our services remain accessible, community-focused, and aligned with the evolving needs of our young people and their families will be key to successful delivery.

You will have the opportunity to innovate and enhance our outreach model, working closely with key stakeholders to maximise opportunities for sustainable joint-working and co-location. With opportunities to work with a broad range of partners and lead on service improvements, this role is both challenging and incredibly rewarding.

KEY DUTIES AND RESPONSIBILITIES

1. Service Delivery

- Oversee and manage the allocation of workload across the service, addressing any shortfall/reduction in activity to maintain performance.
- Provide line management/guidance and support to inform the teams interventions and practice with children and young people who misuse substance or are impacted by parents/carers/significant others substance misuse.
- Represent the service at key meetings including contract monitoring with the Commissioners.
- Act as the local safeguarding lead to support and guide staff through any safeguarding concerns/incidents including disclosures and breaches of confidentiality.
- Have detailed knowledge of the key performance indicators report monthly and quarterly activity through the collation, analysis and evaluation of performance data.
- Present key statistics and detailed narrative analysis internally with Compass and externally with key stakeholders and commissioners in a concise and accurate way identifying achievements, barriers and solutions.
- Lead on service improvement by responding to recommendations from service audits, learning from incidents and near misses and in line with annual service development plans.
- Ensure data accuracy and compliance with NDTMS and any other relevant national datasets and maintain accurate local recording procedures.
- Identify, create and take opportunities to develop the service in line with the Compass Health and Wellbeing Strategy.
- Effective management of staff in accordance with Compass Policies and Procedures ensuring effective induction, supervision and delegation of workload to all permanent and temporary staff.
- Effectively manage the service budget and effectively utilise resources.
- Ensure appropriate contingency plans are in place for business continuity.
- Lead on the service monthly audits as per the Compass annual audit cycle and carry out any audits requested locally such as Section 11.
- Ensure the service is compliant with health and safety, data protection and information governance standards, reporting any incidents via the Compass Accident and Incident reporting procedure as required.

- Be an active member and contribute to local operational and strategic meetings to represent the service and organisation and build sustainable partnerships with priority partners.

2. Leading and Managing People

- Lead and direct the local management team to ensure the safe, effective and person-centred delivery of a cohesive service.
- Line manage Team Leaders in order to deliver results; inspiring others to take a solution-focused approach to everyday leadership, management and support.
- Ensure that high quality clinical, managerial and safeguarding supervision are delivered as required to all members of the team.
- Effectively manage the performance of staff ensuring that policies and procedures are followed, and best practice is maintained.
- Act as a coach, mentor and resource to staff. To guide and support developmental projects and advise on further resources as appropriate.
- Ensure that all team members undertake annual appraisal in line with Compass policy.
- Recruit and induct new staff members in accordance with the Compass Safer Recruitment Policy and Learning and Development Framework.
- Ensure that individual performance and attendance is managed using Compass Performance and Absence Management policies and procedures.
- Provide an inspiring leadership style which is underpinned by strongly held values around integrity, equality and transparency

3. Developing Effective Relationships

- Ensure effective partnership development and working with partners to provide a service that adopts a multi-disciplinary approach to meeting the needs of children and young people.
- Recruit and induct new staff members in accordance with the Compass Safer Recruitment Policy and Learning and Development Framework.
- Effectively lead and line manage staff in order to meet targets and inspire others to be positive in their everyday practice, service delivery and development.
- Provide regular individual and group safeguarding and practice supervision, annual appraisal and individual performance targets linked to service KPIs, as outlined in Compass frameworks, policies and procedures.

- Manage individual performance and attendance using Compass Performance and Absence Management policies and procedures.
- Provide a leadership style which is underpinned by strongly held values around equality, diversity and openness; effectively build and maintain relationships employees and other key individuals across the organisation.
- Actively works towards developing and maintaining effective working relationships both within and outside Compass.
- Fosters and maintains strong links with all services across Compass.
- Actively works towards developing and sustaining effective working relationships with partner agencies in accordance with Joint Working Agreements/Service Level Agreements.
- Manage the specialist themed lead functions within the team, ensuring staff members proactively seek and consolidate multi-agency working within their specialist area.
- Participate in the Compass management team including attendance at managers meetings and working towards a specialist lead area.

4. Managing Self

- Prioritise own workload within agreed objectives using initiative.
- Participate in regular supervision in accordance with professional guidelines.
- Take responsibility for own learning and professional development in line with Compass' Learning and Development framework and guidelines for professional practice.
- Participate in the Compass performance review process and respond to agreed objectives.
- Take responsibility for own and others' health and safety in the working environment.
- Ensure that confidentiality is upheld at all times in line with Compass policy.
- Ensure safeguarding responsibilities are delivered in line with role and competency level.
- Work in accordance with Caldicott Principles and Data Protection principles and adhere to all relevant Compass policy and procedure.
- Maintain accurate records in line with the Compass policies and procedures.

In addition to these functions the post holder is expected to:

Carry out other duties as may be reasonably expected in accordance with the responsibilities/ competency level of the post. These include but not are limited to: -

- To undertake any evening or weekend working as required.
- To carry out such other duties commensurate with the grading of the post as may be reasonably determined from time to time.
- To work across Harrow and be able to travel for meetings outside of the borough.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Degree or equivalent experience or i.e. NVQ Level 5 in Health and Social Care 	<ul style="list-style-type: none"> • Relevant Coaching qualification. • Relevant substance misuse/addiction qualification/NVQ
Knowledge & Experience	<ul style="list-style-type: none"> • At least 3 yrs experience of working within a substance misuse setting • Experience of working in a relevant children and young people's community setting. • Managing people and leading change. • Individual or group staff supervision. • Working with at 'risk' and/or vulnerable groups. • Previous experience of being a named lead for safeguarding. 	<ul style="list-style-type: none"> • Managing and supervising a team through change and transition.

	<ul style="list-style-type: none"> • Multi-agency and partnership working. • Involving users in the design of the service. • Data inputting and management. • Leadership – ability to lead, motivate, influence, delegate and supervise staff. • Safeguarding children and adults at risk guidance and legislation. • Equality and diversity guidance and legislation. • Confidentiality, consent and mental capacity. • Risk taking behaviours and the resulting problems. • Data protection guidance and legislation. • Managing Budgets. • Substance misuse/sexual health and the risk taking and multiple vulnerabilities. • Mental health and emotional wellbeing. • Fraser and Gillick competency. • Establishing administrative systems. 	
Skills & Aptitude	<ul style="list-style-type: none"> • Leadership – ability to lead, motivate, influence, delegate and supervise staff. • Team Player – able to work as part of a team, co-operate to work together and in conjunction with others and willing to help and 	

	<p>assist whenever possible and appropriate.</p> <ul style="list-style-type: none"> • Interpersonal Skills – able to develop, establish and maintain positive relationships with others both internal and external to the organisation. • Autonomy – ability to work independently, prioritising work and acting on own initiative where appropriate; pre-empting problems and working to solve them. • Strategic Thinking – able to identify and manage risk with the ability to elicit information to make an assessment of need. • Communication Skills – excellent communication skills (both written and verbal) and ability to adjust communication style and content to the audience. • Confidence & Resilience – able to deliver messages in a confident manner with excellent presentation skills and group work skills. • Flexible & Adaptable – positive attitude to dealing with change; flexible and adaptable, and open to exploring new ideas. • Self-Awareness – ability to empathise with others, maturity to admit and rectify mistakes and strong degree of personal integrity to adhere to acceptable standards of behaviour. • Motivated – highly motivated and reliable and organised to plan and meet deadlines and manage time effectively. • Analysis Ability – excellent analytical skills, able to analyse information and interpret data. 	
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Role: Service Manager (YPSMS)

Owner: Jane Wright

Date: 19/06/25

Version: 1.0

Next review date: 18/06/26

Other		

Compass values

The post holder must demonstrate all Compass values:

- Integrity: An unstinting commitment to honesty and openness in all our activities.
- Valuing Each Individual: Respecting the needs of each person and helping them gain greater control of their life.
- Being Solution Focused: Responding quickly and flexibly to current and emerging needs.
- Consistent & Reliable Approach: Always delivering on our commitments.

Safeguarding

The post holder must demonstrate and share our commitment to safeguarding by working proactively to safeguard and promote the welfare of children, young people and vulnerable adults.

DBS checks

DBS checks will be undertaken and will be rechecked as and when determined by Compass. For further information about what is required in this process please go to www.gov.uk/disclosure-barring-service-check.

Equality, Diversity and Inclusion (EDI)

We know diversity fosters creativity and innovation. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where all belong. We expect all those employed

or who volunteer to share our commitment.