# Job Description

<table>
<thead>
<tr>
<th>Service</th>
<th>CGL Norfolk</th>
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</thead>
<tbody>
<tr>
<td>Job Title</td>
<td>Locality Manager</td>
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<tr>
<td>Hours</td>
<td>37.5</td>
</tr>
<tr>
<td>Base</td>
<td>Kings Lynn</td>
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<tr>
<td>Salary Range</td>
<td>36,556.81 – 38,475.20 (Pay scale 40 – 42)</td>
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<tr>
<td>Reports to</td>
<td>Services Manager</td>
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## Operating Principles

CGL has developed a number of operating principles that it believes are essential to providing effective and inspirational care and support for its service users. They should be viewed as overarching expectations for all roles at CGL.

All staff will contribute to the ongoing development of an ambitious, inspirational and outcome focussed culture at every level of service delivery.

All roles will tangibly contribute to provide hope, connection, empowerment, choices and opportunities that promote people reaching their full potential as individuals and community members.

All service delivery will model the belief that we all have the potential to make positive changes and to lead meaningful and purposeful lives, as involved and contributing members of society.

To support these operating principles, managers will embrace CGL values:

- **Focus** on the service user as the way to achieve positive change for the individual and community at large.

- **Empowerment** so that the service user can reach their potential and achieve their ambitions.

- **Social Justice** - a shared commitment as individuals and as an organisation.

- **Respect** for each person we engage, without reservation or judgement.

- **Passion** driven by and innovation and determination to bring about the safest, healthiest outcomes for individuals and communities.

- **Vocation** our work is more than a job.

In doing this managers will be assessed on their competencies and behaviours in the following areas: Judgement, Open Minded, Diversity, Courage, Communication and Influence, Emotional Intelligence, Leadership and the delivery of results.
### Purpose of Job

The Locality Manager will support the Service Manager to lead the delivery and development of a recovery focused integrated drug and alcohol adult and young person’s service. Managing and leading the key staff within the Management Team, the Locality Manager will work closely with Team Leaders, the wider management team and a multi-disciplinary team of staff.

The Service provides a range of Recovery focused interventions and activities within a community delivery model including: ETE and housing support, structured psycho-social 1-1, Pods and group based interventions, Foundations of Recovery, medically assisted recovery, community detoxification, harm reduction, Family and Carer support, young person’s service and outreach services, alongside provision of criminal justice services to substance users and those affected and a plethora of abstinent based activities in the wider community.

The post holder’s remit is to create an outcome focussed recovery culture, with positive staff engagement and provide a constant stimulus for improving services in a learning environment. To ensure high quality governance within all aspects of the services delivery.

The post-holder will be required to work flexibly across a range of operational community delivery sites as required and work flexibly within an agreed number of hours to maintain the most appropriate level of service provision. This will include some evening and weekend working.

### Key Activities:

- To support the Service Manager to lead on the development of CGL Norfolk to provide easily accessible, non-judgemental, and confidential services, which support service users in reducing harm, engaging with treatment and moving towards recovery.

- To manage and coordinate the activities of the service, including management of the staff team, sessional workers and volunteers, so that the service runs efficiently and effectively, making the best possible use of financial and human resources.

- To provide line management, supervision and leadership to achieve performance outcomes and quality in line with service level and contractual arrangements.

- To maintain excellent communication and partnerships with local commissioning bodies, sub-contractor partners, statutory and third sector agencies and other key contacts.

- To ensure that constructive, positive and supportive relationships are maintained with our partners, both internal and external to CGL.

- To ensure effective performance management through data collection, reporting and analysis across the service.

- To ensure the timely and accurate collection and recording of specified data for the partnership and CGL, and provide relevant reports as required.

- To be prepared to participate in and make use of supervision, appraisal and other learning and development opportunities in line with CGL policies.
– To work closely with medical staff employed by CGL or that work in partnership with the service.

– To oversee the monitoring and evaluations of the service offered to clients and actively engage, involve and consult with service users regarding on-going service development.

– To ensure the service is integrated within local plans.

– Ensure that the governance structures are constantly focused on promoting healthier lives, wellbeing and active citizenship.

– Work closely with the management team to align the Quality Management System, Incident Reporting Tool, Risk Register and the Audit Tool within the same database.

– Analyse the data received through incident reporting including trends and patterns as well as relevant learning at project, regional and organisational levels.

– Create knowledge share platforms to ensure that all relevant services are capturing and utilising learning.

– Evaluate the impact of actions that have been implemented with the intention of reducing harm and premature death.

– Provide effective coaching to managers identifying and encouraging areas of strength, skill and opportunities within a quality framework.

– To promote service user and significant others involvement including members of the local community, partner services and families through robust governance structures.

– To contribute to organisational development and be part of the CGL management team in the region.

– Contribute to the sharing of good practice, learning and development of other appropriate neighbouring services in partnership with key posts within such services.

– Identify and nurture new partnerships to support improved Public Health outcomes.

– Broker and develop partnership relationships to make full use of existing community assets for service user benefits.

– Lead on communication of the service offer both internally and externally across partnerships and the community with support from the management team and support roles.

– Ensure all supervisions, appraisals and staff development and support needs are met.

– To promote and publicise the service and continue to develop referral and access opportunities so that the service maintains and increases its client base.

– To ensure that Equality of Opportunity policies and anti-discriminatory practice are adhered to and fully implemented at all times and that all practice positively promotes CGL’s commitment to valuing diversity.

– To ensure that all staff members understand and abide by relevant legislation, statutory policy and CGL policies and procedures.
General terms of reference:

In carrying out the above duties the post holder will:

- Work flexibly across operational sites as required.
- Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision.
- Seek to improve personal performance, contribution, knowledge and skills.
- Participate in appraisal, supervision and Learning and Development processes.
- Keep up-to-date with developments in services, legislation and practice relevant to the client group.
- Ensure the implementation of the all CGL policies.
- Contribute to maintaining safe systems of work and a safe environment.
- Undertake other duties appropriate to the grade of the post.

Person Specification

Essential Criteria:

- Considerable experience of working at a management level within substance misuse services including alcohol, drug and criminal justice with a clear understanding of the need for and ability to deliver quality services.
- A demonstrable understanding of performance management frameworks, effective governance and quality management.
- Knowledge and understanding of the possible recovery pathways available across whole treatment and recovery systems including community, residential and prison provision.
- Experience of managing project development and leading a service operation.
- Experience of working within contracts, service agreements and service delivery systems.
- Experience of staff supervision.
- Excellent leadership and Change Management skills.
- Experience of working with data collection systems.
- Experience that demonstrates administrative and financial management skills.
- Possess, or be willing to work towards, a recognised qualification in management & leadership.
- Understanding CQC Essential Standards.
- Experience of auditing and developing Service Improvement Plans.
- Experience of implementing project and organisational risk assessment and risk management plans.
Well-developed communication skills with the ability to influence and persuade key personnel to improve practice and quality.

Experience of and a commitment to, working positively in partnership with a range of statutory and voluntary agencies.

Meeting demanding targets and deadlines within financial constraints.

And the ability to:

- Communicate confidently and effectively, verbally and in writing.
- Respond flexibly to the demands of the post.
- Work as a member of a team.
- Show a capacity to work alone and the ability to keep calm under pressure.
- Understand and have a commitment to the principles of equal opportunity and diversity.
- Employ an empathetic and non-judgmental attitude towards service users.
- Show commitment to facilitating positive outcomes for service users.

Desirable Criteria:

- Access to own transport.
- Knowledge of local services and geography.
- Relevant Management and Leadership qualification.

This post is subject to a Disclosure and Barring Service (DBS) check at an enhanced level.

Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.