Project Manager

Job Description and Person Specification

The Project Manager is responsible for a team within a geographical or functional area, and will lead this team in their contribution to Together achieving the highest standards and effectiveness in service delivery to people with forensic mental health issues and complex needs. They will:

* Support the mission and objectives of Together by the skilled leadership and management of a high quality and effective team/project within an operating environment which is complex and changing.
* Contribute to and implement the team’s aims and objectives, work plans, operational policies and procedures in such a way that they contribute to the mission of Together and deliver on business plan objectives.
* Co-ordinate all activities within the project/team effectively and maintain Together standards in relation to service users/internal customers and other stakeholders alike.

The Project Manager will be responsible for devising work plans, producing and reviewing any local policies and maximising user involvement and personalisation. They will also be responsible for effective liaison, producing monitoring information, and hosting visits.

Responsibilities and Accountabilities

1. Responsible for the continual improvement of project and team effectiveness, ensuring that service users or internal customers receive a high quality outcome-focussed service.
2. Responsible for maximising the contribution of all workers (paid and unpaid) within the team to the overall effectiveness of Together.
3. Responsible for optimising use of resources allocated to the project.
4. Ensure that financial procedures and controls are in place, understood and implemented.
5. Responsible for formal supervision, professional development and line management of staff, trainees, students and volunteers within the post-holder’s team, including appropriate action to address problematic standards of performance or conduct in accordance with Together’s procedures.
6. Responsible for supporting the project and support workers including key-work, case recording, face to face work, group work, advice giving, advocacy and other interpersonal work.
7. Shared responsibility for the operational management of Together’s services through membership and contribution to Service and/or Departmental Management Teams.
8. Contribute to the development and maintenance of a high level of skilled practice and an appropriate level of current awareness in regard to social, political, legal, professional and environmental trends that may have bearing upon the project/team.
9. Responsible for achieving, monitoring and contributing to the review of the performance targets and standards for the project.
10. Responsible for the provision of timely and accurate information, reports and analysis to ODM and other senior managers and funders, as they may find necessary for the proper management of Together services.
11. Responsible for contributing to the regular review of the effectiveness of service delivery within the project and team and that service users and other stakeholders are involved in this process.

1. Responsible for working with the ODM and developing an annual work plan for the team and overseeing its successful completion and review.
2. Responsible for developing and maintaining the high profile of Together with commissioners, neighbours and other stakeholders at the local level.
3. Responsible for meeting the requirements of external monitoring and contract compliance, providing accurate reports to funders and supplying timely information to support invoices and funding applications.
4. Responsible for all aspects of housing management including repairs, rent arrears, maintenance.
5. Responsible for best practice in the project and team.
6. Be responsible for maintaining good working relationships with other Together teams as appropriate.
7. Responsible for representing Together at other external meetings as required.
8. Responsible for ensuring the team’s targets are met in the areas of Key Performance Indicators.
9. Participate in a 24 hour 7 day on call system to provide emergency advice and support to service users, and/or back up to front line staff carrying out these duties.

The employee may on occasion, and in necessary circumstances, be called upon to undertake work in other locations other than their usual base of work, in order to ensure Together's obligations to service-users are fulfilled. In exceptional circumstances, an employee may be asked to do alternative work at another location which would be aimed at being within the competence of the employee.

The employee will participate in a formal on-call rota.

Criteria

1. Strong record and good understanding of the issues involved in managing support services to a range of vulnerable people.
2. Ability to manage and lead staff during a period of change.
3. Ability to manage change processes, ensuring the project/team still delivers a strategically relevant service.
4. An understanding of the potential impacts of different agendas, such as personalisation, on how services are delivered.
5. Experience of managing and sustaining relationships with a wide range of commissioners, other managers, teams and community groups.
6. An understanding of an outcome-based approach and the recovery model.
7. A depth of understanding of the needs and aspirations of people with mental health issues which is based either on your own personal experience of being a service user or professional work or voluntary experience.
8. Knowledge and understanding of financial controls and budgeting processes and the ability to manage a devolved budget.

1. Ability to work independently using own initiative whilst remaining accountable to line management.
2. Understanding of the importance of supportive relationships and fulfilling lives, and especially sustainable work in developing resilience and preventing homelessness.
3. Excellent written and verbal communication skills.
4. The ability to establish good working relationships with service users and colleagues alike.
5. Honesty, reliability and flexibility.

To be demonstrated at interview:

1. Ability to manage a project that works effectively with clients’ challenging and difficult behaviour, and successfully engages with clients with a range of support needs, using an outcome-based approach.
2. A mature and thoughtful and proactive approach to the implementation of equal opportunities and management of diversity.
3. An understanding of what is required to build effective and lasting relationships with funders, housing providers and other organisations.
4. Ability to communicate well orally, with clarity, coherence and relevance.
5. The ability to use financial controls and exercise sound financial management.

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| Leadership Competencies |
| Attributes/behaviours the role holder must possess to be successful in the role |
| Business Minded | Keeps up to date with changes in the political, economic, social and technological environment which influence commercial awareness. Well developed problem solving skills. |
| Visionary and Passionate | Stimulates a clear sense of purpose and direction. committed to making a difference for our client groups  |
| Honest and Brave | Acts with integrity, shares ideas and information; promotes openness and discussion; admits mistakes. Takes difficult decisions and measured risks. |
| Results Orientation | Relentlessly and persistently improves on standards and results |
| Finance and Resource Awareness | Interprets and monitors financial information for a multi-million pound budget and is able to respond effectively to the information. |

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| **Core Competencies for staff** |
| *Attributes/behaviours the role holder must possess to be successful in the role* |
| **Customer Focus** | * Treats all customers with dignity and respect
* Understands the needs and experiences of vulnerable people and promotes the rights of people we support
* Identifies where performance could be improved and uses knowledge and experience to recommend and deliver changes
* Monitors quality of customer care & proactively responds to relevant feedback
* Seeks improved customer satisfaction according to regulatory standards and expectations of Together as a provider
* Actively participates in generating ideas that are likely to benefit customers
* Works in partnership with customers to design policy & services that ensure high levels of customer’s satisfaction
* Takes ownership of complaints and resolves at the earliest opportunity
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| **Team-Working** | * Sets consistent and realistic goals for the team
* Helps others understand how their roles and responsibilities contribute to the team direction and service provision
* Uses knowledge of individuals’ strengths, weaknesses and interests to delegate tasks and ensures team understand their individual and collective responsibilities
* Acts as a role model in general and particularly in embracing change
* Provides opportunities and resources for people to share ideas
* Monitors performance regularly through supervision & the performance management & support process
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| **Managing Development** | * Identifies learning and development needs of the team and prioritises their importance
* Ensures that people know the scope of their job and have clear objectives
* Helps people learn from their mistakes
* Shares knowledge and expertise and coaches others in their development; offers support to ensure learning translates into practice
* Leads by example
* Shows courage to make full use of formal authority of the role; empowered and comfortable in management role
* Recognises and rewards good performance
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| **Task-Planning** | * Accurately estimates resources to achieve team plans
* Builds alternative actions into plans to deal with common contingencies
* Delegates and agrees tasks to be undertaken by individuals and the team, and ensures that work within the team is allocated equitably in line with individual competencies and developmental needs
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| **Decision-making** | * Uses creativity in making decisions within policy guidelines and using relevant and complete data
* Makes decisions that may have an on-going or long term impact on a project or team, including unpopular decisions when required
* Makes contingency plans once potential problems have been identified and takes action to solve problems in a timely manner
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| **Communication**  | * Presents relevant and well organised information on the work of the service and/or organisation to relevant individuals or groups of people both internally and externally
* Ensures that all information necessary for the efficient and effective running of the service is collected and disseminated in easily accessible formats
* Maintains organisational and/or operational records and ensures all customer information is managed appropriately and sensitively in accordance with legislation, policies and procedures
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