Service Manager

Job Level	Level 3	Job Reference No:	
		Role review date:	
Directorate	UK Ops	Function	Health and Care
Service	Community Health & Wellbeing	Reports to:	Operations Manager

Scale and scope of role

Direct reports	3	Indirect reports	NA
Budget responsibility/ accountability	£130k	Accountable for other resources	Health consumables, equipment and resources

Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

Health and Care supports people in the space between hospital and home and responds to the needs of people in crisis following an emergency; maintaining an extensive network of external relationships across health, social care, and emergency services.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Purpose of the role

The Community Health Service Manager plays a vital leadership role in overseeing and supporting a team of Community Health Workers to deliver high-quality, community-based health services. This position is central to bridging gaps between underserved communities, healthcare providers, and social services, fostering better access to care and improved health outcomes.

The Community Health Service Manager is responsible for providing mentorship, guidance, and performance feedback to Community Health Workers, ensuring they are well-prepared and confident in their roles. They manage program operations, including developing work plans, setting measurable goals, and monitoring progress to align with service objectives.

They champion the role of Community Health Workers within the healthcare system, advocating for their contributions and promoting their professional development.

The post requires evening, some weekend and bank holiday work.

Key responsibilities

Support the delivery of the area plan

- Be responsible for the day-to-day management and monitoring of the Community Health & Wellbeing projects and activity and ensure they are in line with service standards, British Red Cross policies and procedures and legal requirements.
- To provide daily coordination of the service and overall support for the function including identifying improvements to our offer.
- To be responsible for the achievement of local and team targets as part of the area and national plans.
- Identify potential risks in community health work, implement strategies to minimize these risks.

Stakeholder Management

- Ensure that community needs assessments for Health based services are carried out and, working within the community, demonstrate the development of strategies to meet these.
- Establish good working relationships with appropriate partners (see networking specification) and work to increase our Health capability and output in the local area and integrate Community Health Worker programs into healthcare services.
- To be the main liaison point and lead collaboration with the post's assigned healthcare providers and community stakeholders.
- Champion the role of Community Health Workers within the healthcare system and advocate for their contributions.

Support service development and Contracts

- To liaise with the Health Operations Manager (HOM) and Senior Business Development Manager (SBDM) to create new business.
- Service contracts are negotiated and managed, including the authority to sign-off on small contracts.
- Support, monitor and evaluate new and existing contracts to ensure success and sustainability and that outcome targets agreed with commissioners are achieved.
- Assist in discussion with stakeholders with respect to the renewal of contracts and service level agreements and the development of new contracts.

- Collaborate with colleagues in other Areas and establish effective working relationships with them. This includes a duty to share learning and good practice for the betterment of the organisation.

Quality and Performance Management

- Contribute to the development of plans and budgets. Monitor and control budgets agreed with you and ensure compliance with financial policies and procedures, including ensuring invoices are prepared and sent in a timely manner.
- Ensure beneficiaries' needs are being met through a range of user engagement monitoring and manage and report on the impact of our services on beneficiaries.
- Ensure the use of pertinent information to monitor and review service activity to determine resource allocation.
- Maintenance and implementation of statistical records, and provision of operational reports as required and effective liaison with internal reporting teams.
- To support the HOM to ensure that appropriate service standards, recognised good practice, legal and other requirements are met.
- To work within a safe services culture of proactive engagement and shared learning when considering safeguarding and protecting people from harm.
- Develop clear guidelines and expectations for team members to maintain ethical and professional relationships with people supported and community members.
- Implement a clear process for reporting, documenting, and resolving incidents that pose risks to staff or clients.

Management

- Lead and oversee a team of Community Health & Wellbeing Workers, providing mentorship, guidance, and performance feedback.
- To oversee the coordination and support to Health volunteers to ensure all competency and quality requirements are met and the highest standard of service is provided.
- Recognise and address the emotional challenges faced by Community Health Workers, providing trauma-informed supervision and resources to support their well-being.
- To oversee recruitment, induction, and training of new volunteers. Liaising effectively with internal business partners to meet these demands.
- To support the team by ensuring training pathways are identified and timely courses are available and delivered.
- To provide support, leadership, inclusion and motivation to the team, encouraging resilience and promoting well-being among team members.

- To support and deputise for colleagues within the Health team as required.

Leadership Behaviours

- Authentic, consistent and honest leader.
- Actively listens and allows others to be heard.
- Adaptable to changing needs, pressures and opportunities
- Empowers others based on their skills and expertise.
- Dynamic, inclusive, compassionate and courageous.

Team Leader

- All team members understand their responsibilities and objectives.
- All resources involving staff are managed in accordance with BRC policies and procedures.
- All staff are kept informed of all relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Integrity and conduct

In the British Red Cross we will not tolerate any form of misconduct, including sexual harassment, exploitation and abuse. We have a code of conduct in place and are committed to creating a culture of integrity in the organisation where misconduct is not tolerated, situations of abuse are quickly investigated and perpetrators are dealt with

effectively.
The British Red Cross Code of Conduct can be found on our website.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role.

England and Wales – Disclosure and Barring Service (DBS)
• Enhanced – Adult workforce. • Enhanced – Child and Adult workforce
Scotland
Northern Ireland

Drivers Check - Required – Yes   Must have a valid UK Driving Licence

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
Knowledge and Skills	**S**	**I**	**A**
Essential - Working knowledge of Office 365	x		
- Ability to manage and monitor budgets	x		
- Ability to contribute to the development and achievement of	x		
operating/functional plans	x		
- Ability to collate and interpret a range of management information		x	
including statistical information and user feedback			
- Interpersonal and communication skills		x	
- Organisational skills-planning		x	
- Managing and monitoring own and others workload		x	
- Knowledge of operational management, including risk mitigation		x	
- Ability to prioritise a range of competing demands.		x	
Desirable - A health or social care qualification		x	
- Background in public health, social work, or a related field		x	
- Knowledge and understanding of Adult Services and NHSE commissioning bodies		x	
Experience	**S**	**I**	**A**
Essential - Team Leadership	x		
- Mentoring and collaborating with diverse teams	x		
- Planning and managing projects and activities, including the ability to	x		
develop internal and external partnerships		x	

- Managing and developing yourself and others		X	
- Recruiting and selecting individuals	X		
Desirable	X		
- Experience of working within a health care setting / community-based health programs.		X	
- Experience of monitoring and reviewing standards and quality			
- Experience of developing and delivering training programs		X	
- Working in partnership with external organisations			

Additional requirements			
Essential			
- Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy.			
- Able to work and travel extensively throughout the area on a regular basis as appropriate, and more widely in the UK as required			

Values in Action			
Dynamic - We move forward as one team. - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. **Compassionate** - We stand for kindness. - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. **Inclusive** - We are open to all. - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. **Courageous** - We are bold. - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis			

In order to be shortlisted for interview, you need to meet the essential criteria as outlined above. *N.B. People with disabilities who meet the essential criteria (✓✓) will be short-listed for interview in line with our commitment to the Disability Confident Scheme*