Role Profile

Post Title:	**Partnership Services Manager**
Grade:	**14**
Date Created:	**10th July 2024**

ROLE DEFINITION

To be responsible for the operational management, leadership, strategic development, and performance of pan ayrshire specialist community-based Justice Services.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Manage/deliver the Service in accordance with the Council's corporate policies and procedures and relevant strategy provision.
- Manage/deliver the service outcomes, in the most efficient and effective way, that delivers the Council's Strategic Priorities within the Council Plan and contributes to the production of Directorate Plans.
- Manage and monitor Capital and Revenue budgets as assigned and contribute to budget development.
- Lead, or contribute to, the preparation of cross-service business development plans, as required.
- Ensure the effective management and leadership of employees, where appropriate.
- Prepare and co-ordinate reports for the Council, its Committees or working parties and to attend these meetings as required.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Provide robust management, service continuity and consistency of leadership and contribute to internal and external strategic relationships with a focus on service development in the context of the wider Justice landscape.

- Ensure that the service has effective arrangements for assessing and managing risk in all its aspects and offer guidance and clear direction to staff in the management of cases that pose significant risk and where there are complex needs.
- Ensure appropriate standards of service delivery.
- Provide for the professional supervision and development of staff.
- Ensure effective workload/caseload allocation and management of referrals.
- Create a performance-oriented culture and empower staff to take responsibility for the quality and improvement of the service.
- Be responsible for team budgets.
- Assist and participate in emergency planning/business continuity.
- Ensure compliance with relevant statutory legislation and national and local guidance.
- Contribute to the process of contracting and commissioning services.
- Ongoing planning and development of partnership services across Ayrshire ensuring that service delivery is prioritised to meet the needs of those who require specialist Justice intervention.
- Maintain overview of the delivery of Justice Social Work practice across the partnership services.
- Manage high risk and complex issues in a way that delivers effective management of risk and vulnerability and produces positive outcomes.
- Liaise with Senior Management in East, North and South Ayrshire with regards to the ongoing development of partnership services and chair meetings to support the strategic direction of Pan Ayrshire Justice Services.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• Degree in Social Work or equivalent	• Management Qualification	• Application Form • Interview
Experience	• Managerial, and operational experience in a Justice Social Services setting • Delivering safe services within a multi-agency framework and working collaboratively with other services • Staff supervision including task allocation, performance management and training and development • Managing change and service development work • Working with a range of IT packages • Budget Management	• Working in a partnership model • Chairing complex interagency partnership meetings • Performance information to inform improvements of service delivery • Developing and implementing a quality assurance framework.	• Application Form • References • Interview
Specialist Knowledge	• Specialist Justice Services including Caledonian, Moving Forward Making Changes and Drug Testing	• North Ayrshire Council and HSCP specific policies and procedures	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

	and Treatment Orders • Relevant regulation, legislation and statutory requirements • Causes of crime and effective methods of reducing offending behaviour • Current practice and service developments in Justice Services	• Regulatory requirements for services • Outcomes concepts, quality assurance and change and project management techniques	
Skills and Abilities	• Written and verbal communication skills • Ability to be confident and assertive and promote positive working relationships and good teamwork • Work effectively on multi-agency networks to achieve joint outcomes • Assessment and analytical skills • Outcome focused with problem solving skills	• Ability to present a range of information to a wide range of audiences	• Application Form • References • Interview

	• Ability to delegate effectively		
Other	• Ability to travel out with North Ayrshire where required • Required to join the PVG Scheme for this type of regulated work • Ability to work flexibly	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind