

Job Description and Person Specification

Job title	Service Manager
Project base	Birmingham
Hours & salary	37.5 hours per week £37,415 - £42,283 per annum
Accountable to	Area Service Manager

About Emerging Futures CIC

Emerging Futures works with adults affected by drug and alcohol addiction, offering housing and community-based support.

We believe that no one should suffer the stigma associated with addiction, and that everyone seeking support should feel valued and respected.

We provide homes for people to connect with others and make the necessary changes to move towards independent, healthy living.

Our behaviour change services provide a confidential space to share experiences, and offer practical support to those who want to change.

The Emerging Futures accredited coach training develops the skills of our volunteers, motivating people to give back and reconnect with their community.

About the role

The Service Manager will be an experienced manager with a proven track record in leading substance misuse, recovery, and/or housing services.

As part of the Midlands Leadership Team, you will oversee and develop detox services in the local area, in line with your manager's guidance.

You will manage contracts with Birmingham City Council and other local partners, develop housing models, and deliver behaviour change and psychosocial programs.

You will plan, deliver, and monitor services for individuals who are socially marginalised but are on a path of recovery and rehabilitation.

The role also involves leading on further business priorities such as quality and development, as agreed by the Joint Leadership Team.

Working with the Area Service Manager, you will foster a supportive culture and provide clear, values-based leadership to your teams.

Principal duties and responsibilities

Supporting those around you

Provide strong operational leadership and direct management to teams delivering external contracts.

Hold managerial responsibility for the staff within your services to ensure a skill mix and ensure robust systems are in place for general and clinical supervision.

Coordinate services efficiently, maximising financial and human resources to support colleagues in their work.

Provide coaching, wellbeing support and training to help teams grow and reach their potential.

Establish clear lines of accountability and responsibility, promoting effective working relationships within the organisation.

Ensure teams work with a harm reduction approach, support access to mutual aid, understand community development, and assist ongoing recovery.

With HR support, manage employee relations, and oversee recruitment, induction, and training, creating career growth opportunities within the organisation.

Service delivery and performance

Work with BCC, partners, and commissioners to ensure service users have access to recovery interventions and housing options.

Set up systems to collect, monitor, and report data, ensuring performance data is recorded and reported accurately and on time, and attend performance meetings as needed.

Ensure accurate reporting through relevant systems like INFORM

Encourage EF teams to capture data that shows the quality of services.

Promote and encourage the use of volunteers and coaching opportunities within services.

Implement and manage systems to ensure clients are safe, engaged, and progressing in their lives.

Community engagement

You will help to raise the profile of EF, promote your service and share examples of best practice with wider audiences.

Work with local communities, families, employers, training organisations, recovery communities, advocacy, mutual aid and other organisations to develop local recovery networks.

Take an active role in the wider community and create opportunities for partnership working to make recovery visible, viable and an attractive option for all.

Act as an ambassador and regional lead for people in recovery, building new and existing strategic relationships with corporate, statutory, and third-sector organisations.

Health, safety, and risk management

Lead on and ensure risk management and quality assurance policies are implemented.

You will ensure the safety of all staff and service users, promote awareness of risks and changes in the working environment and contribute to the maintenance and monitoring of health and safety and security policies, systems and protocols.

You will ensure the effective implementation of and compliance with serious untoward incident, accident and safeguarding reporting, in line with policy and procedures. You will carry out investigations and implement lessons learned.

Deal with issues and complaints raised by complying with EF's complaints processes.

Finance and business development

Work with the Head of Operations to create an annual service budget and ensure proper financial management of your service budgets, monitoring and reporting monthly spending.

Manage petty cash, systems, rent collection, and housing benefit payments.

Contribute to tenders, bids, and grant applications when needed, collaborating with EF and CGL Business Development Teams.

Generic duties and responsibilities

Confidentiality

Service user, volunteer and staff information is confidential. It is a condition of employment that staff do not use or disclose any confidential information obtained in accordance with data protection legislation.

Code of Conduct

All staff are expected to adhere to all EF's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession. Staff will promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.

Privacy and dignity

Staff should respect service user/family/carer's diversity, cultural needs and privacy.

Safeguarding

All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers. Staff have a duty to ensure they are familiar with safeguarding policies, attend safeguarding training and know who to contact if they have concerns about an adult or child's welfare.

Health and safety

EF has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health & Safety legislation and policies relating to Health & Safety and Risk Management

Professional development

Staff must be committed to their professional development and keep up-to-date with relevant developments and legislation in the sector.

Skills and experience

Essential	Desirable
Degree level qualification or equivalent experience gained to demonstrate ability.	Experience of housing/tenancy related support and recovery focused interventions
Recent experience working with partners or on a sub-contractual basis to deliver adult social care services in the third or public sector.	Professional registration (BACP, UKCP, BPS, FDAP).
Experience managing contracts, service agreements, performance monitoring systems, and staff development in a challenging environment, using data collection systems.	Coaching or counselling qualification.
	PTTLS or equivalent qualification.