

Job Description and Person Specification

Job title	Area Service Manager
Project base	Cheshire East
Hours & salary	37.5 hours per week £43,306 - £50,250 per annum
Accountable to	Head of Operations

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

As an Area Service Manager, you will be an experienced operational manager who has a proven track record in managing front-line substance misuse, recovery and/or housing services.

As a member of the national Joint Leadership Team (JLT), you will oversee, shape, and develop our services across a defined geographic area as agreed with your line manager. You will be responsible for managing multiple housing projects across Cheshire alongside the teams delivering support.

Working with the National Housing Team, you will ensure that all Emerging Futures housing stock is compliant with Local Authority and statutory landlord standards. Furthermore, you will appraise new and existing stock to assess and feedback on the longer-term viability and report any growth opportunities.

You will have responsibility for planning, delivering, and monitoring services, working with those who are socially marginalised, stigmatised and have a lack of social support but who have begun a journey of change, recovery, and rehabilitation.

The role will also involve taking a national thematic lead on areas agreed via JLT as a priority to the organisation.

Working with the Head of Operations, you will create a culture to support the ethos of the organisation and provide values based, clear and passion driven operational leadership to your teams.

Principal duties and responsibilities

Supporting those around you

Provide strong operational leadership and direct management to teams staff within your services.

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 & performance

Work with partners and commissioners to ensure service users have access to recovery interventions.

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

Encourage EF teams to capture data that shows the quality of services through relevant systems like INFORM and/or CRIIS.

Ensure all staff understand expectations and targets, providing support and guidance when needed.

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

Work with other agencies to ensure strong, appropriate referral pathways, attending strategic and operational meetings to strengthen partnerships with housing providers, criminal justice agencies, and treatment services.

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.

Health, safety, and risk management

Ensure risk management and quality assurance policies are implemented.

You will be responsible for 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.

Oversee 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 Executive Team to create an annual service budget and ensure proper financial management of your service budgets.

Monitor and report monthly spending against the budget.

Take overall responsibility for finance systems such as petty cash, rent collection, and housing benefit payments.

Take steps to manage any financial risks affecting your services, staff, or the organisation.

Work with the Head of Operations and Business Development Team to explore opportunities for service diversity and income generation, helping Emerging Futures expand its services.

Contribute to the content and presentation of tenders, bids and grant funding applications as required, working closely with the Business Development Team.

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 & 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 & 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
<p>Degree level qualification or equivalent experience gained to demonstrate ability.</p> <p>Experience of managing adult social care services or housing services within the third or public sector.</p> <p>Skilled in managing contracts, service agreements, and/or performance monitoring systems, including data analysis and reporting.</p> <p>Strong financial management skills, with experience delivering services within budget and resource limits.</p> <p>Experience leading, developing, and supporting staff in adult social care or public sector environments.</p> <p>Excellent skills and demonstrable experience in report writing and incident reporting.</p> <p>Experience of developing partnerships and working collaboratively with other organisations.</p> <p>Comprehensive awareness of recovery interventions and an understanding of specific ways to support staff with lived experience.</p>	<p>Management or equivalent qualification.</p> <p>Professional registration (BACP, UKCP, BPS, FDAP).</p> <p>Coaching or counselling qualification.</p> <p>PTTLS or equivalent qualification.</p>