

JOB DESCRIPTION

Job title:	Service Development Manager
Directorate:	Operations
Location:	Edinburgh
Accountable to:	Programme Lead VMHWS Implementation Board
Pay grade:	8a
Type:	Fixed Term Contract 2 years

Values Framework

All staff are expected to know and understand the values of the organisation and uphold these values whilst at work.

- Together
- Focused
- Bold
- Personal

As a Senior Manager employed by the Charity, the postholder has a responsibility to uphold the values and standards expected of all employees in Combat Stress. This involves not just setting an example that others should aspire to but taking the responsibility to challenge those whose behaviour is unacceptable.

General Overview of Role

The post-holder will play a lead role in the development of the Scottish Governments Veterans' Mental Health and Wellbeing Service (VMHWS) and be part of a small team supporting the Implementation Board led by ministerial appointee Dr Charles Winstanley.

The clear aim of the Veteran's Mental Health and Wellbeing Service is to ensure that every veteran in Scotland has access to a range of accessible, appropriate, high quality and co-ordinated services to promote and support their mental health and wellbeing. The Implementation Board has a responsibility to place the principles of Partnership, Prevention, Personalisation, Parity, and clear Pathways at the centre of all its activity, to not only achieve the best outcomes, but to ensure alignment with Scottish Government strategy.

The Service Development Manager will have a central role in achieving this aim and a particular emphasis on systems, pathways, and the creation of a cohesive system across Scotland. The postholder will be accountable for:

- Building a picture of national demand and resources available across Scotland and contributing to the design and development of a single and coordinated approach to veterans' mental health and wellbeing across the country

- Liaison with NHS Boards, Third Sector agencies and Health and Social Care partnerships to understand local provision and need
- Ensuring veterans and their families are at the centre of activity and their views influence decision making
- Communication with the general public on a number of different platforms but to ensure high levels of awareness and participation where appropriate
- Identify, understand, and pull together current national initiatives that could bring value to the programme
- Develop in partnership with the Programme Lead, a national dashboard showing veteran activity outcomes and demand across Scotland
- Benchmark service quality standards or accreditations across veteran' mental health services to both evidence and safeguard the highest level of veteran care
- Actively contribute to the timely completion of objectives as set out by the Implementation Board
- Communicate findings and recommendations in a clear, concise and sensitive manner to the Implementation Board and wider partners
- Ensure compliance with Terms of Reference for the Implementation Board and the associated governance requirements

Main Duties and Key Responsibilities

- Drive and support the business plan including establishing a baseline for change and assessing and developing subsequent service or systems opportunities.
- Support best value at the heart of any activity and use all resources to best effect
- Identify and assess strategic options for change that have efficient, effective, and co-ordinated veteran care at the centre.
- Develop proposals for integrated care pathways using all current services, resources and opportunities to best effect
- Lead the development of shared information systems across key points of the veteran pathway
- Contribute to a high-level strategic needs assessment, considering demand, capacity, existing provision, future need and legislative and Scottish Government strategic intent.
- Assess the current system within which we operate, to ensure that we are best placed to achieve growth nationally and have the appropriate strategies to mitigate risks.
- Present proposals to the Programme Lead and input to the broader strategic debate regarding challenges and response.
- Establish a whole system response predicated on a tiered system focussing on prevention and independence, and understand the impact, outcomes and risks associated with that.

- Conduct meetings with a wide range of stakeholders being sensitive to regional need and local drivers or barriers to change. Seek collaborative solutions in line with desired model of care.
- Lead the development, monitoring and delivery of workstream plans, systems and processes in line with the overall aims of the VMHWAP.
- Work alongside subject experts, for example within research or data, providing support and direction and ensuring alignment to aims
- Produce reports and proposals, including spreadsheets, some of which may be complex and for a diverse audience.
- Plan a broad range of activities with partners that involves formulation of plans which require on-going review and adjustment

Service Improvement

- Identify information needs and ensure the accuracy and use of information related to veteran processes, including performance reporting and analysis for internal and external use
- Assist with the facilitation of service improvement. collate and present findings/ research results
- Analyse current services to identify service quality improvement opportunities, potential cost savings and opportunities for collaboration or improved coordination.

Communication

- Contribute to the communication strategy both internally and externally to partners
- Create a climate that encourages teamwork, maximises individuals' potential, stimulates innovation and is customer facing.
- Identify risks and potential incidents that affect business continuity and escalate to the Programme lead as necessary.
- Liaise and represent the Implementation Team at external meetings with a broad range of stakeholders.
- Support the Programme Lead on any other projects as requested by the Implementation Board

Administrative responsibilities

- Ensure data collection in general is kept up to date, in accordance with legislation and the required data protection policies.

General responsibilities

- To fully understand and adhere to the policies and procedures of the Charity.
- To be compliant with the administrative processes defined.
- To work in a flexible and responsive way to meet changing need
- To promote a recovery focus throughout the Veterans' treatment journey.
- To promote equality and diversity.

- To follow safeguarding policies and procedures to minimise risk of harm to children or vulnerable adults.
- To contribute to the maintenance of a healthy and safe working environment by adhering to Health and Safety Organisational policies.

Other Duties

- To undertake any other duties at the request of the line manager which are commensurate with the role, including project work and absence cover.

Risk Management

- As an employee of the Charity, the postholder is required to readily identify risks faced in the course of day-to-day duties. Where a new risk is identified it is to be reported through the postholder's line manager.

Date revised _____

Signature of postholder _____

Print name _____

Date _____