

JOB TITLE:	Service Manager – Phoenix Project
RESPONSIBLE TO:	Acting Area Manager West Midlands
LOCATION:	West Midlands – based on site West Bromwich
HOURS:	2 x 40 hours per week across a 7-day working pattern
SALARY:	£32, 500 per annum
REVISION DATE:	August 2025

1. BACKGROUND:

Servol Community Services is an established charity which provides high quality accommodation and support for adults living with enduring mental health conditions. Our purpose is to help people on their journey to mental wellness, purpose, and independence.

Supported housing provides crucial help to some of the most vulnerable people in our country. It can have an enormous positive impact on an individual's quality of life: from their physical and mental health to their engagement with the community.

As an organisation we are aspirational, encouraging our teams to succeed and always looking for new ways we can help those we support to reach their goals. Our approach is collaborative, with individuals reassured they are a genuine partner in their own care and recovery.

Servol recognises the importance of lived experience when working with service users with complex needs and welcome applications from individuals who have first-hand experience.

2. ORGANISATIONAL VALUES:

At the heart of everything Servol does are our core values:

- Caring – through a genuine commitment to good mental health support
- Welcoming – in dealing with everyone regardless of status or situation
- Respectful – alert to and understanding of everyone's ambitions
- Aspirational – focused on improving efficiency, innovation and outcomes

3. JOB PURPOSE:

The Phoenix project is an innovative pilot programme which will provide specialist supported accommodation for prison leavers with complex mental health needs, helping them reintegrate into the local community and reduce reoffending.

We are seeking two highly motivated and experienced Service Managers to join our team at the beginning of an exciting new programme. These will be pivotal roles in a fast-paced environment,

crucial for driving forward this innovative project. You will be instrumental in supporting our service users to achieve their goals and aspirations by leading a focused team.

1. RESPONSIBILITIES

What you'll do:

Work effectively and collaboratively with your team, the Acting Area Manager and the wider Servol team, sharing the learning from Phoenix to improve overall outcomes for Servol.

Develop a robust working relationship with your co-Service Manager ensuring effective communication and task management.

Manage the day-to-day operations of a complex supported living service, co-ordinating team members and rotas to ensure safe staffing and that the project runs smoothly and achieves its goals.

Work with your team to build robust professional networks and partnerships to ensure effective pathways for our project participants.

Lead and motivate your team to ensure the championing of and maintenance of a positive team culture.

Deliver effective supervision, appraisal and team meetings with staff and ensure that information, reporting, and communication is effective.

Responsible for supporting the performance and development of your team to deliver high quality outcomes, with timely management of poor/under performance should it arise.

Develop and manage project plans, timelines, budgets, and reporting frameworks.

Collaborate with our independent external evaluation partners to assess the effectiveness and impact of the pilot model.

Ensure that outcomes and outputs required as part of the programme are met and recorded correctly.

Prepare reports and presentations for internal and external stakeholders.

Ensure the admissions process is robust and meets the key criteria of the project.

Monitor occupancy targets for the accommodation ensuring the project remains financially viable.

Participate in and monitor the initial and continuous assessment of risk and needs, ensuring that support planning is carried out in line with assessed needs of our project participants.

Design and facilitate a group learning programme for our project participants.

Manage project finances effectively.

Adhere to all the policies and procedures of Servol plus those specific to the project including any statutory requirements.

Work a variable shift pattern across 7-days to support your team, this will include evenings, weekends, and bank holidays.

Any other reasonable duties consistent with the responsibilities of this post as agreed with the line manager.

Enhanced DBS check is required for this post

PERSON SPECIFICATION

Requirements	Essential	Desirable	Evidenced by
Experience	Proven track record in leading an outcome focused project within the non-profit or criminal justice sector.	Project Management qualification or relevant experience	Application form/ Assessment
	Able to evidence ability to work independently and manage complex decision making.		Application form/ Assessment
	Experience working with diverse communities and understanding of social justice or humanitarian issues.	Experience of working with people with comorbidities, including enduring mental health conditions, Aspergers, Autism, drug and alcohol addictions.	Application form/ Assessment
	Proven and demonstrable experience of leading and developing the skills, knowledge and experience of a team within a care environment.	Qualification in Line Management	Application form/Interview
	Experience in community engagement and network building.		Application form/ Assessment
	Experience of working withing a trauma-informed or person-centred environment.		Application form/ Assessment
Skills and Knowledge	Good verbal and written skills and ability to convey information clearly.		Application form/ Interview

	Data-driven approach to measuring project impact and reporting.		Application form/ Interview
	A working understanding of legislation and procedures for the protection of vulnerable adults.		Application form/ Interview
	An understanding of Health and Safety and risk management issues and application in social care.		Application form/ Interview
	Understanding of equality and diversity and ability to promote equality in all aspects of work.		Application form/ Interview
Personal Qualities	Positive attitude to working with people experiencing mental health problems. Able to demonstrate you have the Servol values at the heart of everything you do.		Interview
	A non-judgemental, and caring approach to working with people whose behaviour may be challenging.		Interview
	Ability to cope in a mature way with conflict, distress and challenging behaviour.		Interview
	Willingness to accept feedback and guidance to reflect on practice		Interview
	To be aspirational showing the willingness and ability to develop services to meet the need of individuals and the service.		Interview
	To demonstrate accountability to all stakeholders, internal and external.		Interview