

## Job Description

**Job Title:** ISMS Service Manager  
**Accountable to:** Deputy Head of Healthcare

Practice Plus Group's mission is **Access to Excellence**. Our core values are;

- we treat patients and each other as we would like to be treated
- we act with integrity
- we embrace diversity
- we strive to do things better together

Patients can only access excellence if we commit to living our values in everything we do when we're at work.



We believe in putting the patient first, regardless of the environment or their history. The prison population is one of the most vulnerable and challenged patient groups in society and the delivery of their health care is conducted within often difficult and demanding environments.

### The Role

The ISMS Service Manager is responsible for the operational leadership, performance and continuous improvement of the Integrated Substance Misuse Service.

The post holder will ensure the delivery of high-quality, safe and effective psychosocial substance misuse services that meet contractual, regulatory and organisational requirements, while promoting recovery-focused, trauma-informed and non-judgemental care for a vulnerable prison population.

### Key Relationships

- Head of Healthcare
- Deputy Head of Healthcare
- Substance Misuse / Recovery Teams
- Prison Senior Management Team
- Commissioners and Funders
- Community Substance Misuse Services and Partner Agencies

### Key Responsibilities

#### Service Leadership and Delivery

- Provide visible leadership and operational management of the ISMS service, ensuring delivery of a safe, effective and patient-centred service.
- Ensure services operate in line with contractual requirements, national guidance and best practice within substance misuse and custodial healthcare.

- Lead service development and innovation to improve outcomes, patient experience and service efficiency.

### Governance, Quality and Compliance

- Maintain oversight of governance systems including risk management, safeguarding, incidents, complaints and learning from events.
- Ensure full compliance with Care Quality Commission (CQC) standards and organisational policies.
- Work with the Head of Healthcare to implement changes in practice and embed quality improvements.

### Workforce Management and Development

- Line manage recovery staff, including supervision, appraisal, performance management and attendance management.
- Support HR processes in accordance with organisational policy.
- Create a culture where staff are supported, empowered, accountable and motivated to deliver high standards of care.

### Partnership and Pathways

- Develop and maintain effective relationships with prison colleagues, commissioners and partner agencies.
- Ensure clear, integrated pathways from reception to release, promoting continuity of care into the community.
- Ensure timely, accurate information sharing with community services and other establishments.

### Health, Safety and Security

- Promote best practice in health, safety and security in line with PPG policies, prison regimes and local security procedures.

### About you

You are a confident, resilient and values-driven leader with significant experience of substance misuse service delivery, ideally within a custodial or similarly complex environment.

You bring a strong understanding of the needs of people who use drugs and alcohol and are skilled at balancing operational pressures with high standards of compassionate, trauma-informed care.

- Proven experience of leading and managing multi-disciplinary teams
- Strong knowledge of governance, safeguarding, risk management and CQC requirements
- The ability to manage complex issues including incidents, complaints and performance concerns
- Excellent communication skills and confidence engaging commissioners and multi-agency partners
- Commitment to non-judgemental, recovery-focused practice and equality of care
- The ability to contribute strategically while remaining operationally focused



### Additional information

**Disclosure and Barring Service-** a Disclosure and Barring Service disclosure at the enhanced level is required for this role. A risk assessment will be undertaken if necessary.

**Prison Vetting-** a HMPPS (His Majesties Prison and Probation Service) clearance is required for this role in accordance with Ministry of Justice, plus local prison vetting.

**Education and Training-** continuing professional development is encouraged and an annual appraisal system is in place to discuss ongoing objectives and support revalidation.