



Head of Services

Job Description

Unit:	Service for Children, Young People and Adults
Job Title:	Head of Services
Responsible For: (through line management structure)	Children and Adult Service
Responsible To: (through appraisal)	CEO
Job Purpose:	To manage the range of direct services offered to support children, young people, adults and their families or carers.
Job Context:	White Lodge is an independent voluntary organisation working with children and adults with disabilities. All staff must adhere to its agreed aims and objectives.

White Lodge General Employment Policies

- To work within the context of all the organisations policies and procedures.
- To work in a way consistent with the principle of equal opportunities, giving each person that uses our services practical skills and social status that are valued within their communities, ensuring anti-racist and anti-sexist work practices which help service users value anti-discriminatory attitudes and behaviour.
- To be aware of and sensitive to the impact of class, gender, race and prejudice on attitudes, professional relationships and professional judgement and be willing to intervene.
- To maintain confidentiality at all times and to ensure respect for, proper observance of and adhere to the organisation's confidentiality policy for all staff.
- To ensure all relevant aspects of Health and Safety requirements are known and adhered to, ensuring the health and safety of staff and volunteers at all times.
- To undertake any other duties which are consistent with the post.
- This job description is subject to periodic review and it is expected the post holder will contribute to the active development of the role as the needs of the organisation alter and to be available and willing to undertake training as appropriate.

Head of Service for Children, Young People and Adults:

Accountabilities and Tasks

Main Duties

1. To be responsible for the recruitment, selection, training and performance management of all staff and volunteers, working within the service area.
2. To be responsible for the finances of the service ensuring that it remains within budget.
3. To ensure that appropriate quality assurance systems are in place and further develop as appropriate.
4. To ensure that the service responds to complaints and suggestions for improvements.
5. To set annual objectives for the service and contribute to service planning across the organisation.
6. To contribute to the management team and the efficient running of the organisation.
7. To represent the organisation at external presentations, meetings, conferences etc.
8. To liaise with external organisations to promote positive partnerships in the development of the service.
9. To ensure that information is maintained for contract monitoring and proactively participate in contract and tendering relationships.
10. To ensure that the service has an appropriate management structure and management systems in order to carry out its strategic objectives effectively.
11. To continually develop services to meet the needs of our service users.
12. To identify appropriate methods of monitoring the performance of the service and provide information to trustees and respective funding agencies.
13. To ensure the service fulfils all its legal, statutory and regulatory responsibilities.
14. To ensure the service fulfils all its contractual obligations including the 24 hour 'on call' systems.
15. To foster good communications within the service
16. To review the external environment for changes that may affect the service, to advise the CEO accordingly and to take the necessary action.
17. To support the organisation in looking at opportunities for revenue to enhance services.

Head of Service for Children, Young People and Adults:

Personal Requirements for the Role

Educational Requirements

1. Degree level or equivalent. **E**
2. Excellent standards of written/verbal communication skills. **E**

Qualifications

1. Relevant qualifications. **E**
2. Management qualification. **D**

Previous Experience

1. Three years in management / leadership role. **D**
2. Substantial experience in working with people with disabilities. **E**
3. Experience of implementing change. **D**
4. Experience of managing budgets. **E**
5. Experience of implementing Q.A. systems. **D**
6. Experience of either OFSTED or CQC. **E**
7. Experience in care standards for domiciliary and residential settings. **D**

Special Aptitudes

1. Excellent interpersonal skills.
2. Ability to lead and motivate staff.

3. Ability to plan strategically.
4. Strong vision of the future service direction.
5. Highly organised.
6. An ability to link policy to practice and participate in formulating policy both in and outside the organisation.

Personal Qualities

1. Ability to work under pressure
2. Leadership qualities
3. Self-reliant
4. Confident
5. Dependable
6. Enjoys change