



Fulfilling Lives – Stoke-on-Trent

Job Description

Job Title:	Head of Service Delivery
Responsible to:	Project Director
Responsible for:	2 System Brokers 9 Service Co-ordinators (max)
Working hours:	37 hours per week (Monday to Friday - flexible hours are a requirement of the post)
Employer:	Brighter Futures

Purpose of the job

The purpose of this role is to manage the day-to-day delivery of service coordination to service users and coordination of volunteering within the project. You will work actively to deliver the project plan and lead on operational quality assurance. You will ensure that access to the service is managed through fit-for-purpose assessment tools and support planning processes that engage service users. You will support relevant staff from participating agencies to understand and implement the positive practice as it relates to people experiencing multiple needs. You will work in partnership with other agencies to promote effective joint working and the perception of seamless services for people with multiple needs. Throughout the life of the project you will work actively to continuously improve the service provided to users and other stakeholders. You will liaise as necessary with the local and national evaluations and provide support to those programmes.

Summary of key objectives

- 1 You will manage the day-to-day delivery of service coordination to service users and coordination of volunteering within the project.**
 - 1.1 You will lead, support, and motivate your team of System Brokers, Service Co-ordinators, and Community Development Co-ordinators to work effectively with their caseloads of individuals
 - 1.2 You will support the Expert Citizens, service users, your staff team, colleagues and participating services to develop and implement positive practice as it applies to multiple needs
 - 1.3 You will develop and implement the necessary systems and processes to enable the effective collection, evaluation, and reporting of performance information for the service
 - 1.4 You will ensure that referrals are dealt with effectively and fairly
 - 1.5 You will lead the continuous improvement of our service delivery operations
- 2 You will ensure that access to the service is managed through fit-for-purpose assessment tools and support planning processes that engage service users**

- 2.1 You will lead on the development, implementation, and continuous improvement of assessment and support planning tools to govern access to the service and monitor the journey of individuals
- 2.2 You will ensure that service users are fully engaged in their package of support exercising choice and control in relation to their aspirations and objectives
- 2.3 You will ensure that safeguarding concerns are identified, recorded, reported, escalated and outcomes documented as appropriate using organisational and external local safeguarding procedures
- 3 You will support your staff team to fulfil their roles including suitable training and other personal development activities**
- 3.1 You will identify the training and development needs of staff through training needs analysis and regular performance appraisal
- 3.2 You will conduct regular appraisals and help each staff member to plan their learning and development
- 3.3 You will conduct regular team and 1-2-1 meetings as necessary to set and monitor the achievement of objectives
- 4 You will work in partnership with other agencies to promote effective joint working and the perception of seamless services for people with multiple needs**
- 4.1 You will encourage partners to implement positive practice as it relates to people with multiple needs
- 4.2 You will communicate effectively to ensure that staff in partner services remain up-to-date with the development of the Fulfilling Lives project
- 4.3 You will support staff to coordinate relevant services around individuals for the perception of seamless service
- 4.4 You will develop the necessary systems and processes to effectively administer service user's personal budgets
- 5 You will manage the budgets delegated to you for the discharge of your responsibilities and objectives and assist the Project Director to set those budgets**
- 5.1 You will not exceed the constraints of the budgets delegated to you
- 5.2 You will monitor current and planned spend against your budgets throughout the year and bring to the prompt attention of the Director any risk of significant adverse variances
- 6 You will liaise as necessary with the local and national evaluations and provide support to those programmes**
- 6.1 You will provide such support and information as is required to the national evaluators and locally appointed independent evaluators
- 6.2 You will maintain effective working relationships with all relevant partners to further the objectives of the project's operations and evaluation
- 7 You will achieve the targets delegated by the Project Director**
- 7.1 You will deploy the resources available to you effectively and efficiently, you will implement plans and deliver other targets set by the Project Director within the constraints of your delegated budget

General

- 1 To take responsibility for personal continuing professional development and learning
- 2 To carry out other reasonable duties as specified from time-to-time by the Project Director
- 3 To foster good working relationships with other organisations, government agencies and partners

Salary and benefits:

- 1 Salary: **£35,023.30** (Head of Service Scale – Band 1)
- 2 Annual leave of 27 days plus 8 additional days
- 3 Personal Pension Plan, life assurance
- 4 Healthshield Cash Plan

- 5 Occupational Sick Pay
- 6 Childcare Vouchers
- 7 Staff Counselling Service



Person Specification

We want the postholder to demonstrate the following competences to a high level and use them in their work. This is more important than having a great deal of direct experience of the job content. We will be looking for evidence of the following key competences during the selection process, if you are shortlisted.

- Communication and clarification
- Creativity, innovation, and adaptability
- Commitment and customer focus
- Relationships and team working
- Respect, Integrity & Open Mindedness
- Accountability, self-reflection, and development
- Leading change
- Leadership, management, and coaching
- Awareness of operating environment

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the job application form to demonstrate your capabilities in relation to each of the criteria listed in Sections 1, 2 and 3 below (addressing each point in order). Use the answers to show how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

1 Specific qualification, experience and track record

- 1.1 Educated to degree level or equivalent
- 1.2 At least 2 years previous experience of working in a position specifically with those experiencing homelessness, mental ill-health, addiction, or offending
- 1.3 Experience and track record of the following:
 - Complex case management, assertive advocacy, and adult safeguarding
 - Managing teams of effective support workers, practitioners, and volunteers to help people with multiple needs
 - Design and implementation of effective systems of need assessment and support planning
 - Monitoring progress of service users towards support and development objectives using tools such as the Outcomes Star™ model
 - Writing evidence-based persuasive management reports
 - Effective management and reporting of budgets

2 Special knowledge and requirements

- 2.1 Knowledge of a range of policy areas relevant to working with people with multiple or complex needs
- 2.2 Detailed and up-to-date knowledge of safeguarding legislation, associated guidance, and regulations
- 2.3 Thorough knowledge of the Mental Health Act, Mental Capacity Act, and Care Act as they relate to people experiencing multiple needs

- 2.4 Ability to make operational decisions in line with organisational standards and contractual requirements
- 2.5 Ability to influence, motivate, and lead others
- 2.6 Effective communication skills including oral, written, and presentational
- 2.7 Ability to use Windows based software including popular packages from the Microsoft Office suite of programs such as Word, Excel, Outlook, and PowerPoint

3 Additional job requirements

- 3.1 Ability to lead and inspire others to achieve results while remaining consistent with our values and strategy
- 3.2 Ability to remain calm under pressure and difficult situations
- 3.3 Must be self-motivated with a positive can-do approach
- 3.4 Ability to identify and solve problems based on analytical thinking
- 3.5 Ability to create a mutually supportive culture that fosters collaborative working across the partnership
- 3.6 Must display commitment to our values and a genuine commitment to delivering great outcomes for Fulfilling Lives customers
- 3.7 Responsible for own and others health and safety
- 3.8 Able to work flexible hours which includes evenings and where some travel may be required
- 3.9 Ability to drive and have own transport