

Job title:	Director of Operations
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Name of Job Holder:

Department/Location: Senior Leadership Team, Yeldall Manor

Salary: £40,000 to £45,000 depending upon experience.

Reporting to: CEO

Responsible for: Programme Manager, Discipleship Manager, Admissions Manager, Facilities Manager, Healthcare Coordinator, Coach House Manager and Clinical Lead (consultant).

Key Relationships: CEO, Therapeutic Lead, Senior Leaders and all other staff, service users, External Agencies

Date: August 2024

(when last updated)

JOB OVERVIEW:

We are seeking a strong and motivated leader who is passionate about seeing lives transformed to become our Director of Operations. In this strategic senior role, you will work closely with the Chief Executive to provide stable leadership to staff and residents in the delivery of the day-to-day leadership of the organisation and residential addiction recovery / resettlement programmes. As a key member of the senior leadership team, you will help lead and motivate the organisation through transformational change to more effectively and sustainably deliver our mission – to help those affected by addiction to heal, transform, and thrive.

Outstanding communication, interpersonal, and relationship-building skills are essential. As a Christian charity, we want to bring our faith to the work we do and the men we work with, so you will be someone with a deep-rooted Christian faith, able to lead and inspire others in their own faith journeys, seeking the guidance of the Holy Spirit in all key decisions.

Your role, in this committed 34-strong staff team, requires balancing management responsibilities alongside a more hands-on approach, including significant contact with our residents. Seeing them undergo the process of transformation, with all the joys and challenges that entails, is what makes our work worthwhile – a tremendous encouragement.

MAIN PURPOSE OF JOB:

- To manage and develop the operational aspects of Yeldall's work, which underpin the rehabilitation of service users attending the Yeldall Manor programmes
- To assist with coordinating the work of the Senior Leadership team (in conjunction with the CEO) and to help build organisational skills and capacity
- To lead the various programmes to ensure Yeldall provides a high level of care and support to residents during their time at Yeldall Manor
- To facilitate the ongoing development of Yeldall Manor, its programmes and people
- To support the preparation of the annual budget
- Working in conjunction with the CQC Registered Manager to ensure that the requirements of the Care Quality Commission (CQC) are met for the programmes that come under CQC regulations.
- To ensure adherence to the agreed Vision, Mission and Values of the organisation, including ensuring that the Christian ethos and culture are developed and maintained.
- To participate fully in all aspects of Yeldall's work including its spiritual life
- To be available to respond to staff or resident concerns or complaints

MAIN TASKS OF THE JOB:

- To ensure the smooth running and effectiveness of the Yeldall Manor operations by overseeing the management of the Phase 1 & 2 treatment programmes and the Resettlement 1 & 2 programmes through:
 - Bringing solid and positive leadership to the staff and residents (under the direction of the CEO)
 - Overseeing the work of the Programme Manager and therefore all practical matters relating to the smooth and effective running of the programme
 - Overseeing the work of the Admissions Manager and having overall responsibility for deciding who is accepted onto the programme and who is asked to leave the programme
 - Alongside the Programme Manager, to supervise the implementation of the programme, ensuring that the House Rules are correctly applied for the benefit and well-being of all residents
 - Ensuring all staff comply with all company policies, procedures and codes of conduct
- As a line manager, to be responsible for individual supervision, appraisal, development and training of those staff under your care

- To lead in the development of the Yeldall Manor programmes, in particular through:
 - Overseeing the Discipleship Manager and development of Yeldall's discipleship ministry
 - Engaging with other individuals and organisations in the addiction field whose experience and expertise will help Yeldall develop its programmes
 - Overseeing the effective use of IT, digital and AI-based systems within Yeldall, in liaison with the Facilities Manager
- To supervise the work of the Healthcare Coordinator, ensuring the safe and effective facilitation of healthcare services, in liaison with the consultant Clinical Lead
- To ensure the maintenance of all Yeldall's facilities through the work of the Facilities Manager
- To ensure that all aspects of CQC, Health and Safety, Fire Regulations and any other appropriate legislation are adhered to
- To support the CEO in being 'the public face' of Yeldall Manor through:
 - Building relationships with key stakeholders including substance misuse funders and commissioners
 - Taking an equal share in leading Yeldall services/talks (deputations) in churches etc.
 - Actively seeking opportunities to promote Yeldall Manor and network with churches and professional agencies
 - Taking responsibility for the delivery of Yeldall Manor's quarterly Celebration events
 - Coordinating Yeldall's annual Open Day
 - Inputting into marketing strategies and website development
- To be involved in running performance, capability and disciplinary processes as appropriate, with the support of the HR Officer
- To report to and participate in the quarterly Governance meetings
- Alongside the CEO and Finance Manager, to take responsibility for developing, managing and monitoring all budgets under your control
- To support residents on the Yeldall programmes by interacting with them and encouraging them in their recovery and spiritual growth. To be willing to share your faith with residents and to pray for them if requested
- To work alongside the Administration & Supporter Relations Manager, Finance Manager, Therapeutic Lead, Safeguarding Lead and HR Officer in the delivery of Yeldall's operations
- To oversee the work of the Coach House Manager, developing and managing on-site business/craft units for the benefit of the wider work of Yeldall

- Responding to emergency situations out of hours as and when expedient.

OTHER DUTIES:

- To ensure that Yeldall Diversity (Equal Opportunities) Policy is adhered to at all times in respect of both clients and co-workers
- To attend management supervision sessions, in-house and external training courses as required
- Any other task, as directed, commensurate with the grade of the post.

WORKING CONDITIONS (e.g. hours of work, any travelling required etc):

- This is a full-time (40 hours per week), permanent post, based at Yeldall Manor
- Emergency evening and weekend duties as required
- 30 days' annual leave per year (plus Bank Holidays)
- Pension in line with government auto-enrolment legislation
- Meals provided whilst on duty
- This role is not likely to require extensive travel.

Person Specification

Job Title: Director of Operations

QUALIFICATIONS & EXPERIENCE	ESSENTIAL	DESIRABLE
Relevant qualifications for working with and supporting clients who have addiction issues		*
Demonstrated experience of working with people who have addiction issues		*
Demonstrated experience of working in a residential setting in a senior management role		*
Demonstrated experience of supervision of staff	*	
Experience of networking successfully with professional agencies		*
Competent in computer use including Microsoft Word, Excel and Outlook	*	
KNOWLEDGE, SKILLS & ABILITIES	ESSENTIAL	DESIRABLE
Good communication skills, orally and in writing	*	
Proven ability to establish and maintain information systems, keep accurate records and produce basic statistics	*	
Proven ability to present written and verbal information clearly, accurately and to a standard appropriate for external presentation	*	
Ability to work within a team and independently	*	
Ability to provide strong and positive leadership	*	
Ability to delegate effectively	*	
Ability to operate effectively under pressure	*	
Proven ability to de-escalate conflict situations	*	
Good problem-solving skills	*	
Ability to set boundaries, challenge appropriately and to manage conflict positively and constructively	*	
Ability to plan and prioritise your own workload, including setting and meeting deadlines	*	
Understanding of issues faced by those recovering from addiction	*	

Ability to deal patiently, sensitively and in a non-patronising way with all people e.g. service-users, staff, volunteers and customers	*	
Ability to communicate on a one-to-one basis and with groups (staff and service users)	*	
Proactive in dealing with problems	*	
An approachable, flexible and caring relational style	*	
High personal and professional standards	*	
Ability to recognise and deal with stress	*	
Commitment to enabling service users to gain more control over their lives	*	
OTHER REQUIREMENTS	ESSENTIAL	DESIRABLE
Current driving licence	*	
Demonstrated commitment to the Christian faith and able to support the Yeldall Basis of Faith, Ethos Statement and values	*	
A mature Christian, able to provide spiritual encouragement and leadership*	*	
Demonstrated commitment to upholding and promoting equal opportunities	*	
Ability to work occasional unsocial hours, (including evenings and weekends when necessary)	*	
Able to occasionally travel off site	*	

* As this is a strategic post within an actively Christian setting, applications should be from committed Christians. Schedule 9, Part 1:3(a) of the Equality Act 2010 applies.