

Job title:	Head of Programmes
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Name of Job Holder: _____

Department/Location: **Senior Leadership Team, Yeldall Manor**

Salary: **£43,282 to £50,000 depending upon sector experience**

Reporting to: **CEO**

Responsible for: **Programme Manager, Chaplain, Head of Therapy, Healthcare Coordinator, and Clinical Lead (consultant)**

Key Relationships: **CEO, Senior Leadership Team and all other staff, service users, external agencies**

Date: **May 2026**

(when last updated)

JOB OVERVIEW:

We are seeking a strong and motivated leader, who is passionate about seeing lives transformed, to become our Head of Programmes. In this strategic senior role, you will work closely with the Chief Executive Officer 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 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 team of 40+ staff, 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 the recovery programmes which underpin the rehabilitation of service users attending Yeldall Manor.
- To participate and contribute to the work of the Senior Leadership Team and to help build organisational skills and capacity.
- To ensure Yeldall Manor provides high quality of care and support to residents during their time at Yeldall Manor.
- To facilitate the ongoing development of Yeldall Manor, its programmes and people.
- 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 Manor's work including its spiritual life.
- To be available to respond to staff or resident concerns or complaints.

MAIN TASKS OF THE JOB:

- As a member of the Senior Leadership Team, to work alongside the Chief Executive Officer, Administration & Supporter Relations Manager, Finance Manager, Head of Therapy, Head of Fundraising & Marketing and Facilities Manager in the delivery of Yeldall Manor's operations.
- To ensure the smooth running, high quality, and effectiveness of Yeldall Manor's client services 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, including addressing issues that arise in the resident/staff community.
 - Supervising the implementation of the programme, ensuring that the house rules are correctly applied for the benefit and well-being of all residents.
 - Overseeing the work of the Programme Manager and Recovery Workers and therefore all practical matters relating to the smooth and effective running of the programme.
 - Overseeing the work of the Admissions team and having overall responsibility for deciding who is accepted onto the programme and who is asked to leave the programme.
 - Supervising the Head of Therapy and team of counsellors providing counselling services to the residents.

- Overseeing the Chaplain and development of Yeldall Manor's discipleship ministry.
- Supervising the work of the Healthcare team, ensuring the safe and effective facilitation of healthcare services, in liaison with the consultant Clinical Lead.
- Ensuring staff comply with all company policies, procedures and codes of conduct.
- To support residents on the Yeldall Manor 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 ensure that all aspects of CQC and any other appropriate legislation are adhered to.
- As a line manager, to be responsible for individual supervision, appraisal, development and training of those staff under your care.
- To be involved in running performance, capability and disciplinary processes as appropriate, with the support of the HR Manager.
- Alongside the CEO and Finance Manager, to take responsibility for developing, managing and monitoring all budgets under your control.
- To lead in the further development of the Yeldall Manor's programmes and various therapeutic activities.
- To engage with other individuals, organisations and networks in the addiction field whose connections, experience, and expertise will help Yeldall Manor develop its programmes.
- To support the CEO and Head of Fundraising & Marketing in being the 'public face' of Yeldall Manor through:
 - Building relationships with key stakeholders including substance misuse funders, local authorities, commissioners and peer agencies
 - Contributing in leading Yeldall Manor services and talks (deputations) in churches, and other relevant venues and events
 - Taking responsibility for Yeldall Manor's regular celebration and graduation events
 - Coordinating Yeldall Manor's annual Open Day
 - Contributing input into marketing strategies and website development
- To report to and participate in the quarterly meetings of the Board of Trustees and Governance meetings.
- To respond to emergency situations out of hours as and when necessary.

OTHER DUTIES:

- To ensure that Yeldall Diversity (Equal Opportunities) Policy is adhered to at all times in respect of both clients and staff.
- 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 and/or relief evening and weekend duties as required.
- 30 days' annual leave per year (plus Bank Holidays).
- Pension in line with government auto-enrolment legislation.
- Death-in-service life assurance.
- Meals provided whilst on duty.
- This role is not likely to require extensive travel.

Person Specification

Job Title: Head of Programmes

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		*
Management experience in charity or care sector	*	
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.