

Head of Service Delivery

Title	Head of Service Delivery
Directorate	Operations
Reports to	Director of Service Delivery
Responsible for	Clinical lead, Psychology lead, Integrated Treatment Manager, Data Coordinator, Office/Site/Facilities Manager Integrated Treatment Administration Support Manager
Key relationships	Internal: Executive Directors and other senior internal stakeholders, Director of Contract Delivery, Clinical Director, Integrated Treatment delivery teams and clinical teams, Central support teams, External: Delivery partners, Clients, Commissioner and other external stakeholders
Level of employment safeguarding check	Enhanced DBS (Adults & Child Barred) or PVG or Standard DBS
Pay Grade	Core Band H
Date evaluated/reference	2023/210/9

Job Purpose

- To safeguard and protect the children, young people and adults that we work with by adhering closely to WithYou's policies and procedures at all times and sharing any concerns immediately.
- You will lead your teams and manage operations to radically improve outcomes for people who use our services and increase our capacity to help more people.

- You will respond to changing circumstances and contractual requirements to develop your service so we retain the contract, and grow our income as well as acting as a beacon example for tenders we may submit.
- You are responsible for the operational leadership for a whole system delivery team/one or more clinical service or one or more non clinical service to provide high quality and safe support to clients, so they can develop their own individual recovery plan.

Main responsibilities / duties

Leadership

- Provide clear direction and leadership to deliver services which radically improve outcomes and help more people.
- Manage and develop your team to be effective at delivering outstanding performance
- Build leadership capability across the team and select, motivate and develop a team of managers to fulfil their potential as leaders of service delivery.
- Develop succession plans and nurture and develop talent in your teams to ensure you have people who are highly effective and who can take on new roles as required .
- Collaborate across your region/country to contribute to and use the resources of the wider team in helping services deliver
- Provide in-person visible leadership within the service being physically present in services each week for most of the week.

Strategy

- Develop a business plan for your service(s) designed to build a service/services which will delight all the commissioners, meet our contractual obligations, radically improve more peoples chance of getting better and create a series of beacon services that will enable us to win more contracts.

- Provide insight from market intelligence and experience to your Director of Service Delivery make sure we are adopting best practice and innovating to ensure we are ahead of competitors.
- Working with your service or regional Clinical Lead, manage the delivery of services and pathways that deliver effective and safe interventions to meet the needs of clients.
- Working with you service Community Engagement Coordinator build engagement and collaboration with people who use our services and volunteers, to involve them in the design, delivery of services and encourage them to be advocates for us

Performance

- Be accountable for the delivery of your service or services which support our strategic goals and deliver positive outcomes and value for money working to a strategy managed by your Director of Service Delivery and set by the Director of Contract Delivery
- Working closely with clinical colleagues, ensure consistently high standards of service are delivered across the organisation.
- Lead and performance manage your service/services against internal and external key performance indicators and meet or exceed regulator requirements.
- Identify key local delivery partners and develop effective working relationships to enhance service delivery.

Finance and Income

- Manage your service budget effectively and in line with the requirements of the Director of Finance and Technology working with your Director of Service Delivery getting value for money and explaining any variance.
- Manage services to deliver the required margin for the service over the lifetime of the contract through invest to save, cost improvements or income growth.

- Working within the framework set by the Head of Fundraising and in line with your regional/country strategy generate fundraised income and make effective use of volunteers.

Compliance and Safety

- Meet the organisation's requirements for compliance with statutory and voluntary regulators standards, legislation including Health & Safety, GDPR and internal audits and policies.
- Put in place an effective peer audit programme across your service and support your team members to use these as learning opportunities developing the skills to identify the root cause of non compliance and correct it
- Welcome Internal audits and use them to help identify areas for improvement.
- Close the loop and make sure changes are improvements that do deliver the desired effect
- Follow the organisation's risk management approach and ensure mitigating actions are taken and risks are identified promptly.
- Effectively manage projects and support teams to do the same using the organisations methodology
- Ensure that your team's clinical and non clinical client facing staff receive the practice and clinical supervision and learning and development opportunities they require to deliver a safe and effective service.
- Be the registered CQC manager and ensure the service meets the standard good.

Relationship and Growth

- In line with the commissioner relationship plan developed by the Director of Contract Delivery and implemented by your Director of Service Delivery, develop effective relationships at the appropriate and agreed level, with

key stakeholders that commission or influence the commissioning of our services

- Support our External Affairs team to secure consistent, high profile, proactive and reactive media coverage relevant to our mission and strategy by providing case studies and examples and act as a charity champion to help people know where to go to get support
- Working with the marketing and communications Directorate support them in raising the profile of services with commissioners, potential employees and the public and generating a positive reputation for the commissioner and for WithYou

Change and Improvement

- Work with the Director of Service Delivery and organisational senior leaders to support organisation wide transformational change projects and embed them in operations.
- Create a culture of continuous improvement, with constant and focused effort on improving the way we work. Support teams to use quality tools to incrementally improve the services we deliver and the results we achieve in line with our strategy.

Assurance

- Provide accurate and timely reports to the Director of Service Delivery and where required to external stakeholders so they may be assured the charity is operating safely and effectively, meeting contractual and regulatory requirements and that new ways of working are implemented and embedded effectively.
- Ensure data is collected accurately and in a timely fashion to enable the charity to monitor and evaluate the outcomes and impact of services for clients.
- Use the data to make informed decisions about service quality design and implement improvements

General responsibilities

- **Confidentiality:** Ensure confidentiality at all times, only releasing confidential or personalised information externally with consent from a line manager.
- **Data Protection Act:** Comply with the requirements of the Data Protection Act and amendments to ensure integrity and security of our information.
- **Safeguarding:** Remain vigilant at all times to any safeguarding concerns within the day to day performance of your job role, sharing and learning from these experiences to ensure our statutory and organisational responsibilities are met in respect of safeguarding children & vulnerable adults.
- **Conflict of interest:** Declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with WithYou.
- **Equal Opportunities and Diversity:** Ensure that all clients, partners, carers, and colleagues in WithYou and partner organisations are treated as individuals within our Diversity and Equality framework.
- **Health and Safety:** Compliance at all times with the requirements of the Health and Safety regulations and WithYou's Health and Safety Policy and Procedures, ensuring reasonable care is taken with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
- **Quality Assurance:** To ensure all activities are delivered in a way that supports and maintains WithYou's registration with the Care Quality Commission and appropriate agencies in the devolved administrations (England) and with the Care Inspectorate, Scottish Social Services Council and appropriate agencies (Scotland).
- **Any Other duties:** To undertake any other duties that are reasonable and are commensurate with the role as directed by the relevant Director in line with the changing needs of the service and/or legal requirements.
- **Self-development:** Ensure you take responsibility for development and keep learning in your role.

Personal specification

	Essential criteria	Desirable criteria
Education / qualifications	<p>Relevant degree or equivalent management and operations experience in managing a large service</p> <p>Evidence of management or leadership training or qualifications in operations management</p>	Ideally experience of managing drug and alcohol or other health and wellbeing services
Experience / Knowledge	<p>Experience in a health or social care setting or managing and complex customer facing operations</p> <p>Exceptional operational management abilities</p> <p>Exceptional experience of successful contract delivery</p> <p>Experience and knowledge of using data and quality tools to improve service delivery</p>	<p>Understanding of substance misuse, mental health services.</p> <p>Operations management qualifications or training.</p> <p>Experience leading and managing services in a regulated environment.</p>

	<p>Experience of financial and business planning</p> <p>Track record in successfully mentoring, supporting and developing a team</p>	
<p>Skills and abilities</p>	<p>Exceptional ability to lead complex service delivery in geographically dispersed services.</p> <p>Demonstrable ability to establish a high performance culture.</p> <p>Strong track record in bringing about service improvement.</p> <p>Demonstrable ability in effective communication.</p> <p>Track record in being able to manage high risk services to reduce their risk and reduce the number of urgent situations that require attention.</p> <p>Track record of delivering projects on time, within budget and to the specification set.</p>	<p>Resilience and flexibility</p>

	<p>Exceptional ability to engage, persuade and influence internally and externally</p> <p>Exceptional ability to develop people to their full potential.</p> <p>Generosity in sharing knowledge and skills across the organisation and willingness to learn from others.</p>	
<p>Personal circumstances</p>	<p>Able to meet WithYou's safeguarding requirements of a satisfactory enhanced DBS/PVG certificate</p> <p>Ability to work flexible and unsocial hours as required</p> <p>Based within designated region but travel often required, including overnight stays</p> <p>Hold a valid full driving licence</p> <p>Commitment to the organisation's Guiding Principles and Behaviours</p>	

