



JOB DESCRIPTION

Chief Officer

Reporting Levels

To report directly to the Board of Trustees

Overall Responsibility

This role has a focus on ensuring that Headway North Staffordshire continues to deliver excellent services to the people in our care. The Chief Officer has responsibility for the daily running of the centre, including the Rehabilitation/Day Service, Outreach Service and all staff employed to deliver these services.

They will have responsibility for developing new services, as opportunities arise and ensuring that Headway North Staffordshire's model of operation is expanded and refined.

They will also ensure that Headway North Staffordshire meets its statutory compliance, financial and risk management responsibilities, implementing and maintaining new and existing funding.

Specific Responsibilities

1. To seek out and secure funding opportunities to ensure the continuation and expansion of the service.
2. To successfully deliver the intended objectives and outcomes of Headway North Staffordshire, managing work and resources within the agreed budget.
3. Ensure best practice and quality of care is achieved within the delivery of any projects.
4. Provide a service of the highest quality, co-ordinating and consolidating the work of staff, carers and volunteers.
4. Act as line manager, supporting staff and volunteers with overall responsibility for all staff appraisals and development.
5. Ensure that an effective plan for all Members is developed and delivered correctly and regularly reviewed so that is kept to a high standard.

Charity Registration No: 1077770

Company Registered in England No: 3758806

Affiliated to: Headway, The Brain Injury Association

Dedicated to supporting people with Head Injury and their families since 1987



6. Deliver a training programme for staff and volunteers.
7. To help develop and implement operational systems, processes and policies in support of Headway North Staffordshire, including management reporting, information flow and management, business and organisational planning, identifying areas for improvement as required.
8. To be responsible for ensuring Headway North Staffordshire's quality standards, health and safety, risk assessments and good practice procedures are embedded within all respective services.
9. To maintain the values and vision of Headway North Staffordshire through fostering a working environment based on co-operation and support, which is open, transparent and focussed on achieving excellence.
10. To monitor and evaluate the effectiveness of projects against agreed strategies.
11. To ensure that Headway North Staffordshire meets its legal obligations in all aspects of service delivery.

Working with the Trustees

- a. Explore opportunities to develop Headway North Staffordshire by working with the Trustees to agree ways to implement and sustain change.
- b. Participate in the recruitment of staff and ensure a thorough induction takes place.
- c. Act in accordance with the disciplinary and grievance policies with the Trustees, taking the lead in investigations/decision making where appropriate and overseeing the correct application of procedures.
- d. Undertake restructure, redundancy and redeployment consultations in line with organisational policies.
- e. To provide regular reports to the Trustees as requested.
- f. To undertake other duties as requested by the Trustees which are commensurate with the position.



Additional Responsibilities

- Promote Headway House within the community and to the visitor.
- Maintain confidentiality at all times, preventing the disclosure of any confidential information in accordance with GDPR legislation.
- Undertake any other tasks as required of the service.
- Be proactive in reviewing and evaluating own performance, identifying and acting on areas for improvement and development.