

## **Job Description – Head of Service – Elayos**

**Reports to:** Chief Executive Officer

**Location:** Birmingham office/ hybrid (regular travel around Birmingham required)

**Hours:** 22.5–30 hours (negotiable depending on funding)

**Salary:** £40,000–£42,000 FTE (Dependant on experience)

### **Purpose of the Role**

The Head of Service is responsible for the operational leadership, quality assurance, and safe delivery of all Elayos front line services.

This role ensures that the Baby Bank, Community Doula provision, infant feeding support, volunteer co-ordination and lived experience engagement is delivered safely, consistently, and in alignment with Elayos' trauma-informed and person-centred values.

The Head of Service translates strategy into operational practice. They lead frontline Birmingham based staff and volunteers, oversee safeguarding case management, embed reflective practice, and ensure services are impactful, compliant, and responsive to community needs.

### **Key Responsibilities**

#### **1. Operational Leadership of Services**

- Lead the day-to-day management of all service delivery across Elayos in Birmingham.
- Oversee referral pathways, allocation systems, and caseload management.
- Ensure appropriate staffing levels and safe capacity across projects.
- Maintain and develop clear service standards, operating procedures, and delivery frameworks.
- Ensure consistency and quality across all programmes.
- Identify operational risks and implement mitigation plans.

#### **2. Safeguarding Leadership (Operational)**

- Act as Safeguarding Lead.
- Oversee safeguarding case management, ensuring appropriate recording, reporting, and escalation.
- Maintain safeguarding logs and ensure timely review of cases.
- Ensure all staff and volunteers are trained and compliant.
- Liaise with statutory agencies where required.
- Conduct regular safeguarding audits and learning reviews.

### **3. Team Leadership and Line Management**

- Line manages the Community Doula team, Baby Bank Coordinator, Infant feeding Specialist and volunteers.
- Coordinate the external provision of monthly group supervision meetings focused on wellbeing, accountability, and professional development.
- Facilitate weekly case management staff meetings.
- Facilitate 1:1 staff appraisals to encourage performance and reflective practice and embed trauma-informed culture.
- Support recruitment, induction, and performance management processes.
- Manage volunteer coordination systems alongside relevant team leads.
- Address conduct, performance, and relational issues promptly and constructively.

### **4. Quality Assurance and Impact**

- Develop and maintain service KPIs and performance dashboards.
- Oversee monitoring and evaluation processes.
- Ensure accurate data collection and reporting across services.
- Analyse service data to identify trends, pressures, and opportunities.
- Lead service reviews and continuous improvement planning.
- Ensure lived experience feedback is embedded into practice improvements.

### **5. Programme Development and Innovation**

- Support development of new service models as agreed within the strategic plan.
- Contribute operational insight into funding bids and project proposals.

- Pilot new initiatives and evaluate feasibility.
- Ensure services remain responsive to health inequalities and emerging community needs

## **6. Policy, Compliance and Risk**

- Maintain and regularly review operational policies and procedures.
- Ensure compliance with relevant legislation, safeguarding standards, and regulatory requirements.
- Support risk register updates related to service delivery.
- Prepare service-related reports for CEO and Board.

## **7. Partnership Working**

- Build and maintain operational relationships with:
  - Midwives
  - Health visitors
  - Local authority teams
  - Community organisations
  - Referral partners
- Represent Elayos in local service forums when delegated.
- Strengthen referral pathways and collaborative working practices.

## **8. Culture and Values**

- Champion trauma-informed, strengths-based, and anti-oppressive practice.
- Model relational leadership and professional boundaries.
- Promote staff wellbeing and psychologically safe team culture.
- Ensure equity and inclusion are embedded within service design and delivery.

## **Person Specification**

Essential

- Significant experience managing frontline services within a charity, health, or community setting.
- Strong safeguarding knowledge and experience managing complex cases.
- Experience line managing multidisciplinary teams.
- Understanding of trauma-informed and person-centred practice.
- Ability to interpret data and translate insight into service improvements.
- Confident decision-maker with strong organisational skills.
- Excellent written and verbal communication skills.

#### Desirable

- Background in perinatal services, maternal health, social care, therapy or related field.
- Experience working with vulnerable families.
- Training/experience in supervision, counselling, or reflective practice.
- Understanding of health inequalities and community-based service delivery.