

Role Profile

Job Title:	Service Director
Department:	H&SC
Grade / Job Family:	IBUS, Grade I / Business Support
Role Number:	
Effective Date:	February 2023

1. Purpose

To lead and motivate all staff to create a high-performing and inclusive culture to ensure high-quality, effective and safe services centred around the needs of patients and their families.

To work with commissioners and stakeholders across the ICS to grow and develop the right services for service users and local communities.

Responsible for growing statutory income and collaborating with the Fundraising and Trusts team to ensure the financial sustainability of the services

Represent Sue Ryder as an ambassador for the local and national services.

2. Key Relationships

- The role carries line management responsibilities for Heads of Clinical Services/Heads of Operations/Heads of Family Support/Volunteer Services
- Responsible for working alongside and/or supporting volunteers within their team
- Responsible to foster good working relationships with internal stakeholders across the entire organisation
- Responsible to foster a good working relationship with service users and local communities
- Responsible to foster good working relationships with external stakeholders such as the external clinical team, Integrated Care System, Integrated Care Board, Strategic Clinical Networks, other providers across the relevant service pathways, local press and media, local business partnerships, third sector organisations for sponsorship, local service providers and suppliers

3. Qualifications required

- Educated to Post-Graduate level in a health-related discipline or equivalent experience
- Management and leadership qualification or equivalent experience
- Knowledge of or past experience of the regulatory requirements in a health or charitable sector

4. Experience, Skills and Ability

- Evidence of ability to deliver outcomes to the highest standard, demonstrating a commitment to see things through
- Comprehensive understanding of the care provided and the strategic drivers influencing care and service delivery
- Demonstrable experience in leading and managing teams which deliver successful clinical and financial operations for a healthcare provider
- Strong leadership presence, strategic and financial planning and acumen, evidence of delivery with decisiveness and accountability
- Demonstrable experience in the strategic development of services
- Experience in successful relationship management. Ability to establish and foster effective relationships with key internal and external stakeholders. Interpersonal skills to promote Sue Ryder and engage stakeholders in our cause
- Significant and demonstrable experience in change management, service transformation and project management principles and processes. Experience in embedding new practices
- Experience working as part of a cross-directorate team in order to achieve objectives. Works well without close supervision and in a matrix environment
- An analytical and commercial thinker with the ability to be innovative and solution focused
- An effective communicator with strong empathy for Charity's vision and goals. Able to communicate a vision across different audiences and via different means of communication, with a strong ability to develop professional relationships
- Excellent organisational and time management skills
- Excellent contract management and negotiation skills
- Outstanding written communication skills, including experience in writing reports and papers
- Competent IT skills
- Knowledge of fundraising methodologies and partnerships working in this area

- High level of self-awareness, demonstrating strong emotional intelligence, and the ability to assess the implications of future decisions/actions
- Understands the supply chain including the NHS commissioning environment
- Current full driving licence – desirable, but not essential
- Willing and able to work outside normal hours to achieve deadlines and to travel to other sites within the UK
- Willing to represent the service outside of normal working hours to achieve awareness and generate interest in the service (including representation at fundraising events)

5. Complexity and Accountability

- Responsible to oversee and manage the budget management allocated to the service within delegated lines of authority as specified by the Chief Operating Officer and within policies and procedures specified by Sue Ryder. Responsible for effective and efficient deployment of resources
- Acting as an ambassador for the service and Sue Ryder in the locality. This includes activities in support of fundraising and PR
- Accountable to formulate, set and deliver the strategic direction and development of the services
- Responsible for growing and developing the clinical services with the local commissioning groups and corporate aspirations and objectives
- Accountable to ensure compliance with all relevant statutory legislation

6. Key Responsibilities

- To lead an effective and engaged workforce, including volunteers, ensuring that succession and personal development plans are in place. Establishing departmental responsibilities and co-ordinating service delivery among departments
- To provide and deliver an effective and efficient organisational structure to provide high-quality services to the local community as judged by the service user and family satisfaction
- To work with the Chief Operating Officer and other members of the Sue Ryder Senior Leadership Team to ensure they are kept fully informed of the work of their service and sharing good practice
- Responsible for formulating an annual operational plan consistent with the agreed strategy, putting patients and service users first in delivering high-quality services
- Responsible for horizon scanning local opportunities to develop services and generates greater income from existing service lines. Using sector expertise to seek out

opportunities to develop the service, working closely with commissioners and other providers

- To work with the Research Governance Group to encourage and initiate the development of clinical research and to develop and refine practice taking into consideration ethical dimensions of practice
- Responsible for on-going monitoring of performance against the service's annual operational plan and proposing of amendments to the annual operational plan to the Chief Operating Officer, in the case of significant divergence from the plan
- Responsible for contract management and delivering enhanced statutory revenue streams
- To work in collaboration with the multi-disciplinary teams to develop local services
- To prepare and present data reports with regards to services provided and their development as required and requested