

Job Description

Job Title : Services Director Turning Lives Around - Beacon
Responsible to : CEO
Responsible for : Beacon Service
Hours : 37 (Full-Time)
Starting Salary : £46,000 per annum

Purpose of Role

- To lead the Beacon partnership – a consortium of three organisations
- To provide strategic leadership for TLA (Turning Lives Around) and ensure the Beacon service is delivered to the highest standards of quality and performance, meeting contractual requirements.
- With the CEO and other Services Director drive the development and strategic direction of the senior leadership team and the organisation.
- To provide operational supervision to Senior Management excluding the Finance Director.
- To act as a representative to commissioners, stakeholders and networks, developing and maintaining effective working relationships and practices
- To develop and deliver service standards, performance indicators and reporting mechanisms, particularly on outcomes.
- With the Finance Director plan, monitor and deliver scheme budgets.

Main Duties and Responsibilities

Reporting & Accountability

1. To proactively report to the CEO, Senior Leadership Team and Beacon Partnership Group
2. To report and contribute to TLA's Board of Trustees

Leadership & Representation

3. To continue to work with internal partners to collaboratively develop Beacon, working towards the 'one service' approach
4. Finding and addressing partnership challenges and issues
5. To develop & keep excellent relationships and joint working protocols / practices with key stakeholders.
6. To ensure that clarity is kept about the aims, goals, and culture of the organisation; to lead on the delivery of the Beacon service and be the central point for Managers, commissioners, external services and stakeholders.
7. Lead on the ongoing development of the Beacon Leadership Team

Supervision & Support

8. To provide operational management and supervision to senior managers, scheme managers and matrix management for managers within Touchstone and Foundation.
9. To provide a robust induction for new colleagues directly supervised.
10. To provide Managers across TLA with the direction, vision and constructive support needed to provide an excellent service to people using our services.
11. To ensure, develop and support purposeful, proactive, positive and effective teamwork, working restoratively, facilitating access to training and development and evaluating staff work performance in line with agreed tools

12. Development – help with the development of new services and initiatives

Quality & Performance

13. To ensure compliance with all services specification & method statements for the contracts, and the development and achievement of quality standards / performance measures
14. To contribute to the development, implementation, evaluation and review of service policy and procedures.
15. To ensure that service delivery across TLA and the Beacon partnership is guided by current best practice and is supported by a suitable evidence base, maximising prevention and sustainment. This will include co-ordinating the gathering of performance data from all Beacon teams and combining this into collective reports as required by CEO, commissioners and stakeholders.
16. Act as the Gateway lead for Beacon, ensuring the ongoing development of the case management system

Compliance & Legislation

17. In conjunction with the Health and Safety organisational lead ensure service compliance with all relevant Health and Safety legislation and safe working practices.
18. Lead for Quality Management Framework compliance and recording

Other Responsibilities

19. Accountable for managing and achieving service budgets.
20. Tracking and reporting overall partnership contract budget.
21. To carry out other tasks and responsibilities of a similar nature as decided from time to time by the CEO in relation to the smooth running of the organisation.
22. To take part in reflective practice and work in a trauma informed way.

General

1. To take part in regular, supervision, and appraisals reflective practice to ensure both the maintenance of an excellent quality service and personal and professional development.
2. To attend required training any meetings as considered necessary by line management.
3. To contribute to the effective monitoring and evaluation of this service and ensure positive outcomes are shown.
4. To work within the organisational policy and procedure framework.
5. To work specifically with the organisation's Equal Opportunities and Diversity Policy, promoting diversity and difference in all aspects of the work
6. Being a role model of the values through own example, while ensuring they are shown by all staff in the service.
7. To take part in Senior Manager on call rota

Services Director Person Specification

Essential Requirements

- Demonstrable record of accomplishment of achievement in the delivery of housing-related or social cares services
- A record of accomplishment of meeting the needs of a wide range of client groups who face multiple disadvantage
- Experience of successfully developing and improving services within a contract management / quality assessment / improvement framework
- Knowledge and experience of developing and implementing monitoring systems and service evaluation.
- Substantial experience of developing and implementing policies, procedures and guidance documents
- Experience in responding to stakeholder and client feedback in a manner that is translated into tangible service improvements.
- Experience of leading in the recruitment and selection of staff
- Experience of delivering staff supervision and support, including induction, appraisals and performance reviews
- Experience of creating an environment which promotes inclusion, equality of opportunity and diversity.

Education and Training

Essential

- Demonstrably high levels of numeracy and literacy
- Demonstrably high level of IT literacy
- Knowledge of relevant legislation and best practice, including Health & Safety, Equality & Diversity, Safeguarding

Desirable

- Relevant Management or Professional qualification
- Educated to degree level or equivalent.
- Full, clean Driving Licence
- Understanding of trauma informed approaches and experience of leading organisational change, with the outcome of service delivery being more trauma informed and responsive

Skills, Qualities and Attitudes

- Ability to interpret relevant information, analyse complex data, review different solutions and come to well informed conclusions.
- Ability to write clear and precise reports.
- Strong presentation skills and the ability to promote the Beacon service
- Demonstrable influencing and negotiating skills at strategic and operational levels.
- Ability to keep constructive working relationships with commissioners and key stakeholders.
- Ability to deliver training to staff on areas of service delivery and good practice.
- Commitment to the principles of inclusion, partnership and sustainability