

Title:	Director of Care Services
Reporting to:	Chief Executive Officer
Salary:	Depending on experience
Contract:	Permanent
Hours:	35 hours per week with flexibility required to meet the needs of the Charity
Annual Leave:	40 days per annum (inclusive of Public Holidays)
Pension:	7% employer and 3% employee contribution

At Beatson Cancer Charity we support and enhance the treatment, care and wellbeing of current, former and future cancer patients and their families. We work in partnership with the NHS, The Beatson West of Scotland Cancer Centre and all related facilities. We also offer the wider community a unique opportunity to contribute to the fight against cancer in the broadest possible sense.

Our care services comprise of a comprehensive range of wellbeing and specialist services including complementary therapies, podiatry, hair and beauty, welcome and wellbeing support and specialist health and work support delivered by Charity staff and volunteers throughout The Beatson West of Scotland Cancer Centre and in 6 satellite hospitals across the West of Scotland.

Role Purpose

As a member of the Senior Leadership Team, the Director of Care Services will have strategic and management responsibility for all Beatson Cancer Charity care services, staff and volunteers. The Director of Care Services will lead, develop, and implement a strategy for all direct care and volunteer service activities.

The postholder will provide leadership, direction and support to managers and staff in their area of responsibility. Furthermore, the postholder will be responsible for managing, monitoring and evaluating service delivery and ensuring the effectiveness and efficiency of all activities. The role will drive forward the development and impact of the Charity through a services strategy, enabling the Charity to increase its impact, whilst managing its costs, allowing the organisation to realise its long-term strategic vision.

Responsibilities

Service Delivery:

- To lead, develop, implement and monitor a care services strategy that will continue the growth and development of the Charity.
- To maximise the opportunity to enhance and develop the organisation's range of activities.
- Promote a person-centered approach across all areas of service delivery.
- Develop strategies and approaches to capture evidence, learning, knowledge of policy and good practice from internal and external sources.
- Provide advice and support for the Chief Executive on all matters relevant to area of responsibility.
- Work closely with senior clinicians and managers within The Beatson West of Scotland Cancer Centre to identify current best practice in cancer care.
- Ensure best practice is implemented across all activity, in line with relevant legal and statutory requirements, charity law and OSCR guidelines and other legal requirements.

- To achieve budgeted income and expenditure targets across all activity.
- Prepare reports for the Board and the Senior Leadership Team as required by the Chief Executive Officer.

Relationships:

- To build and maintain positive relationships with NHS staff and other external partners and stakeholders.
- Provide leadership and direction to staff and volunteers ensuring to lead and motivate by creating a dynamic and successful team.
- Working with fellow Senior Leaders to ensure joint approaches and shared skills improvement for knowledge and learning and staff development.

Evaluation & Impact

- Develop and implement a service audit and evaluation impact tool to monitor and enhance quality of practice.
- Coordinate and monitor performance measures and analysis of relevant data and statistics.
- Identify and address areas of improvement that may impact on the Charity's services.
- Support service audits and identify areas for improvement by providing solutions to risks and issues ensuring lessons are learned for future activities.

General

- Work closely with the HR department in relation to workforce planning.
- Ensure attendance at relevant local and national forums to represent the Charity's interests, share learning and promoting best practice.
- To develop the awareness and perception of the Charity whilst protecting its reputation.
- To support the public affairs, engagement and the external voice of the organisation.
- As a member of the wider Senior Leadership Team attend relevant internal and external meetings, produce financial and strategic report.
- Contribute to policy and decision making and all aspects of organisational development.
- Any other relevant duties as may be required by the Chief Executive.

Person Specification

- Educated to degree level with a professional qualification in a relevant field (i.e. social sciences, education, health, nursing, psychology)
- At least ten years of experience in a relevant area.
- At least five years services management experience in a relevant area.
- Experience of developing strategy and managing budgets.
- Knowledge and experience of using relevant CRM systems, including contact management databases.
- Excellent oral and written communication skills.
- Excellent relationship building and interpersonal skills.
- Excellent project and time management skills.
- Experience of managing production of high-quality written communications.
- Experience of delivering professional and impactful presentations.
- A commitment to continuous improvement.
- A positive attitude and flexible approach.

- An understanding of and commitment to equal opportunities, non-discrimination and accessibility.
- Ability to work effectively as part of a team.
- A commitment to the vision, mission and ethos of the charity.
- Proven interpersonal skills.
- Experience of working with allied professionals or networked organisations such as social work, community services, primary healthcare or hospital context.
- Member of relevant professional body.
- Valid and clean driving license.

This job description may be reviewed and amended following changing professional demands. A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.