

**Role Profile – Head of Wellbeing**

**Reports to:** Director of Services

**Role Purpose:**

* To provide leadership in the strategic development and operational management of Sight Scotland Veterans Wellbeing services, which includes the charity’s veterans support hub, two activity centres (registered services), and national wellbeing support.
* Lead on a range of cross functional strategies developing new and redesigning existing service offers to strategically align, increase service provision and involvement.
* Lead a programme of continuous improvement, ensuring consistency, quality and impact of the charity’s service interventions.
* Support staff to develop and implement person centred, asset based and outcome focused practice.
* Establish a wide network of external relationships and develop positive strategic partnerships that support the extension of the service and helps achieve our strategic goals.
* As a member of Sight Scotland’s Leadership Team, to contribute to the leadership, planning and implementation of the charity’s services and wider cross charity strategies.

All roles within Sight Scotland and Sight Scotland Veterans are expected to work to our values and Our Ways of Working framework:

Diagram

Description automatically generated

**Our Ways of Working - Managing my Work**

**The main responsibilities and accountabilities of this role are:**

Service Development and Leadership Responsibilities

* Develop and promote a vision and strategic view for a portfolio of services, that provides tailored interventions for veterans, their families and friends at different stages of sight loss.
* Promote a culture of integrated service provision through the development of charity wide cross functional working, leading on key strategic priorities and themes.
* Ensure the services are developed and operate to high professional standards that are in line with Sight Scotland’s Veterans strategic vision, ethos and values.
* Work with the Strategic Leadership Team and Executive Team to support the development and implementation of strategic plans, specifically by developing a culture, processes and outcomes relating to the services.
* Support the charity wide development of and work to embed self-management, co-production and innovation processes across the team.
* Develop strategies to promote growth, evaluating the potential for new opportunities, with a focus on addressing health inequalities.
* Using insights from service delivery, to shape and support improvements in practice and contribute to local and national policy and pathway discussions.
* Design, write and oversee the delivery of project and service proposals engaging with other Services, Corporate Resources, Fundraising and Marketing colleagues from across the charity.
* Adopt a focused and strategic approach to identifying, researching and targeting prospective strategic partnership opportunities.
* Ensure a clear focus on driving improvements in quality, impact and performance and achievement against KPI’s
* Continually monitor, develop and present an accurate and coherent account of performance and improvement to a range of audiences, both internal and external.
* Produce and implement effective policies and procedures for area of responsibility taking account of national and local guidelines, policies and practices.
* Produce relevant and required reports for a range of audiences, both internal and external.

Team Leadership and Managerial Responsibilities

* Be the Registered Manager for the Linburn and Hawkhead Activity Centres.
* Ensure that the registered services are well managed and fully compliant with the SSSC and Care Inspectorate.
* Be responsible for audit and risk management across the service portfolio, ensuring compliance with internal policy and practice frameworks, and regulatory standards.
* Act as a positive role model for all staff.
* Be responsible for all aspects of line managing your team including recruitment, performance management and absence monitoring.
* Lead, develop, coach and manage the staff team, facilitating, and demonstrating a culture where desired behaviors, attitudes and integrity are communicated to and reflected in, the corresponding everyday work, actions and attitudes of the team.
* Create a culture of shared learning to help drive continuous improvement.

Business Planning and Budgetary Responsibilities

* Develop a sustainable business plan for the teams, deploying resources efficiently and effectively that meet agreed strategic objectives.
* To be responsible for planning, spending and forecasting your teams’ budgets.

**To do this role, you will:**

* Have an appropriate practice qualification to meet SSSC criteria to register as a manager of the charity’s two adult day care services.
* Have a degree level or equivalent qualification in business management or social sciences.
* Have senior level experience of managing multiple services in a related field
* Evidenced ability to lead, manage & develop effective teams
* Understanding of self-management models and strategies and experience of working in a person centred, asset based and outcome focused way.
* Have an ability to build constructive relationships and engage sensitively with people who Sight Scotland Veterans supports, their families and friends
* Be able to evidence successful strategic and operational resource management.
* Be able to demonstrate a strong approach to evidencing the impact of the services you deliver.
* Have experience of leading change and transformation programmes, leading to service improvements.
* Experience of engaging the community you are working with and of using co-production approaches to design new and improve existing services.
* Have a proven ability to establish and work in partnerships with third, statutory and business sectors.
* Be able to demonstrate a strong approach to performance management with the ability to define and measure outcomes of success
* You will be able to demonstrate financial acumen in relation to managing and monitoring budgets and determining appropriate spend
* Have the ability to deliver stretching objectives through effective prioritisation, and efficient use of resources
* Have strong problem solving and strategic planning capability with creative skills and the ability to meet deadlines
* Have proven skills in influencing, communication and working collaboratively with a range of stakeholders
* You will have the ability to plan, write and co-ordinate the delivery of projects and funding bids or equivalent.

**On a day to day basis you will work with different people and teams, these could be:**

* Strategic Leadership Team
* Executive Team
* Other Sight Scotland Veterans and Sight Scotland Services
* Colleagues
* Service Users and their families
* External Agencies

**Requirements of this role are:**

* You are a member of the PVG scheme (paid for by Sight Scotland Veterans)
* You will have a 6 month probation period
* You will undertake organisational training as required.
* You will support and work closely with the Director of Services and Head of Independent Living.
* You will work alongside members of the multi-disciplinary senior management team to support the strategic development and ambitions of Sight Scotland Veterans.
* You will ensure all appropriate policies, appropriate legislation and guidelines are applied across community services.
* You will effectively represent the organisation in an external environment.
* You will be highly self-motivated with an effective leadership style and a self-managing “can do” attitude
* You will be solutions orientated with strong influencing skills
* Determination and willingness to take on new challenges and responsibilities
* You will be self-directed, results driven and able to multi-task
* You will have a strong attention to detail
* You will have a commitment to diversity and inclusion
* You will be able to demonstrate resilience and adaptability
* You will provide additional management cover as requested when necessary.

**What we can offer you:**

* Generous annual leave entitlement
* Generous pension scheme
* Access to learning and development opportunities
* Employee Perks through the Employee Assistance Programme
* Cycle to Work scheme
* And many more, please visit our intranet for more information

This job profile is not exhaustive. The duties of the post holder may be reviewed from time to time and the employee may be called upon to work in other locations within Sight Scotland Veterans and Sight Scotland.