



**Wellbeing Services Lead**

**Role Profile**

**November 2022**

**Together, we'll  
find your voice.**



Welcome from  
**Laura Watkins, CEO**

Thank you very much for your interest in the Donaldson Trust.

Our ambition is to be the National Body for Neurodiversity, and to deliver every day in a way which ensures we are focused on positive outcomes and continue to increase the range of support and development opportunities we offer. I am determined that we work as one organisation to ensure our relevance, vibrancy and sustainability.

Our approach is based on unwavering attention on the individual and, through person-centred planning, delivering the appropriate support and development, at the time it is most needed. We are committed to making sure that all voices of those who use our services and stakeholders are heard and woven into individual plans. We strive to continue to make our organisation sustainable, ensuring that we are here now, and in the future, to offer support and development opportunities to those who benefit from our services.

I look forward to hearing from candidates who are keen to work with us to help us shape the future at what can only be described as a critical time for the development of further opportunities for neurodivergent people in Scotland, and further afield.

**Laura Watkins**  
CEO



# The Role: Wellbeing Services Lead

Reports to: Director of Services

## Job Purpose

The Wellbeing Services Lead will lead the operational management and further development of Donaldsons' Wellbeing Services for young people, ensuring best practice and highest standard of safeguarding. While initially focused on our Vibe service in Linlithgow, the postholder will be responsible for all our Wellbeing Services developed nationally.

Vibe is a wellbeing service for neurodivergent people aged 12-18 who can't attend a traditional school setting due to the level of anxiety and sensory overload it causes. Its key focus is to improve wellbeing. The service aims to build confidence, resilience and through our person-centred approach, achieve agreed goals and ambitions and when appropriate, re-engage with learning. Vibe offers a range of activities delivered by specialist Tutors and supported by Wellbeing Practitioners. Numeracy and Literacy can be offered up to and including higher level.

Wellbeing outcomes are measured through an outcomes framework underpinned by our person-centred planning process and incorporating GAD-7 Anxiety scales and the PAR system Wellbeing Wheel.

Working with the Wellbeing Services Team Leader, you will support a team of Wellbeing Practitioners to develop and implement person centred and outcome focused practice, driving a culture of quality and continuous improvement.

You will work closely with the Service Leadership Team and Executive Leadership Team supporting the development and implementation of Donaldsons' strategic plans.

## Key Responsibilities

- Ensure the Wellbeing Services are developed and operate to high professional standards aligned with Donaldsons' strategic vision, ethos and values.
- Ensure that Donaldsons' strategies and vision are articulated, shared and understood at all levels and are translated into agreed objectives and plans within and across Wellbeing Services.
- Lead, develop and manage opportunities for those who use our wellbeing services, facilitating and demonstrating a culture where desired behaviours, attitudes, integrity and unique personalities are communicated to, and reflected in, the corresponding everyday work, actions and attitudes.
- Ensure excellence in innovative and creative practice based on person-centred approach and co-production principles.
- Liaise effectively, and take a holistic approach with the young people, their parents/carers, external agencies and partnerships, with shared responsibility for ensuring that all safeguarding arrangements and procedures are followed in relation to the area of responsibility.
- Ensure all young people in Donaldsons' Wellbeing Services are having their rights fully met with high expectations for engagement and achievement, linking with local providers and national priorities.
- Lead, develop and collaborate to ensure Safeguarding is paramount within Wellbeing Services, and across Donaldsons.
- Ensure a clear focus on driving improvements in quality, impact and performance.
- Continually monitor and evaluate impact and outcomes, develop and present relevant and required reports on performance and impact to range of audiences, both internal and external.
- Support the growth of Wellbeing Services by designing and overseeing the delivery of wellbeing project and service proposals, engaging with colleagues from across Donaldsons.
- Produce and implement effective policies and procedures for planning and evaluation of wellbeing outcomes, taking into account national and local guidelines, policies and practices.

### *Continued...*

- Monitor and evaluate impact and outcomes, produce and present reports on performance against key KPIs and ensure agreed targets are met.
- Lead, develop, coach and manage the staff team, driving a culture of excellence and high engagement.
- Grow the reputation of Donaldsons' Wellbeing Services to support the charity's long term viability.
- Be responsible for risk management across Wellbeing Services, ensuring compliance with internal policy and practice frameworks, and regulatory standards.
- Be responsible for your teams' systems, data and processes, including implementing, developing and integrating these as required, within organisational guidelines and in collaboration with Corporate Services colleagues.
- With the support of the Director of Services and finance colleagues, prioritise, plan, spend and forecast your teams' budget.
- Ensure compliance with all relevant policies and procedures and legal requirements, within own area of responsibility.
- Provide management cover as required.

### **Behaviours**

- Be a role model for colleagues and stakeholders, showing energetic, determined, flexible and positive leadership that will support our aims of being relevant, vibrant, agile and sustainable.
- Engage effectively with the young people using our wellbeing services, ensuring their voices are heard and drive service activity.
- Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within own area of responsibility that upholds the values of The Donaldson Trust.
- Continuously monitor own area of responsibility and identify areas for improvement and organisational learning.



# Qualifications, experience and skills

- Experience of managing services within social care, youth work or wellbeing fields.
- Experience of supporting young people in a person-centred and outcome-focused way.
- Evidenced ability to lead, manage and develop effective teams.
- Strong approach to performance management and improvement with the ability to define measures of success.
- Sound knowledge of safeguarding with proven ability to ensure safeguarding practices are of the highest standard.
- Excellent communication and interpersonal skills.
- Good knowledge and understanding of Health and Social Care Standards.
- Ability to work effectively with a diverse range of stakeholders.
- Proven problem solving and strategic planning capability with creative skills and the ability to meet deadlines.
- Proven skills in influencing, communication and working collaboratively with families, external agencies and partners.
- Self-directed, results driven and able to multi-task in a fast-paced, dynamic environment with continued attention to detail.
- Ability to deliver stretching objectives through effective prioritisation, and efficient use of resources.
- Effective leadership and change management skills.
- Strong analytical skills, with ability to understand, collect, analyse, report and present data.
- Ability to manage and monitor budgets.
- Ability to plan, write and co-ordinate the delivery of projects.
- Knowledge and understanding of the third sector.
- Knowledge of health and safety, data protection and equal opportunities legislation.



- Strong commitment to Donaldsons' values, mission and vision.
- Strong collaborative spirit.
- Highly self-motivated with effective leadership style and a self-managing "can do" attitude.
- Determination and willingness to take on new challenges and responsibilities.
- Willing to challenge stereotyping, prejudice, discrimination and bias.
- High levels of personal and professional integrity.

## **Desirable:**

- Strong knowledge of neurodiversity.
- Leading in Youth Work Qualification (SCQF level 9) or equivalent, or willingness to work towards.
- Qualified for registered manager status.
- SSSC Registration.

## Remuneration:

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| Salary:   | circa £37.5k per annum  |
| Hours:    | Full Time, 35 hours per week, Monday to Friday  |
| Holidays: | 39 days holidays (inclusive of public holidays)   |
| Pension:  | Group Personal Pension Plan, up to 12% employer contributions through salary sacrifice  |
| Benefits: | Life Assurance Scheme (three times the salary)<br>Employee Assistance Programme<br>Health Cash Plan<br>Doctorline<br>Colleague discount scheme<br>Family friendly policies<br>Strong commitment to learning and development |

## To Apply:

To apply, please complete an online application form available on:  
<https://www.donaldsons.org.uk/application-form/>

Closing date: Wednesday 30<sup>th</sup> November 2022

Interview date: Thursday 8<sup>th</sup> December 2022