



MANAGING DIRECTOR - APPLICATION PACK
Jan 2023





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“You will never know how much peace of mind it gives us having your service for trustworthy advice for our medical situations here” - Missionary couple

“My job was meant to be quite a mobile one, with travel in Malawi and neighbouring countries, but covid has meant that I have been stationary in Zomba for most of the time since March 2020. I had to call off three return trips to Scotland, so I have seen much less of my family than I expected. One implication of not being able to return to the UK was that I was not able to replenish my supply of malarial prophylaxis as expected. The Malarone tablets that I have been using are scarce and very expensive in Malawi, so it was a great relief to me when HL360 offered to send the tablets. Neither postal nor courier services could be relied upon for swift delivery, but HL360 always found ways to get the tablets to me. It made a big difference to continue having effective protection against malaria during a time of some isolation and vulnerability, and I was grateful for the support”. – Aid Worker.

Dear Prospective Candidate,

We are delighted to welcome you to the HealthLink360 Managing Director application pack.

We are looking to appoint a new Managing Director to take this unique organisation forward.

It will be no surprise to you that HealthLink360 saw a reduction in demand for our services due to the pandemic, because much of HealthLink’s work is about assisting people traveling and serving internationally.

It has been a true honour to journey this season with the organisation. The board of trustees has witnessed such resilience, passion, faith and dedication in our staff, who navigated their way through an unprecedented challenge.

God’s provision has also been seen at every turn: at the end of the financial year we saw our service income back to pre-pandemic levels. This is so encouraging and exciting.

The testimonies quoted above are a reminder that HealthLink’s services are indeed critical to those helping to care for others throughout our world. This reinforces the calling on HealthLink360 to continue to respond to this need - to help prepare, care and support individuals in their lives for their areas of service.

Does this calling resonate with you? Are you an all-rounder, hands-on leader and would you like to help lead this organisation in its next chapter? If you are interested in knowing more and or are keen to apply, please see the details below for further instruction.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Ruth Milliken', followed by a long horizontal line.

Ruth Milliken, Chair

HealthLink360 

Who we are:

After a life-changing experience in an intense and high-risk overseas environment, founders Mike Jones and his wife Elizabeth faced difficulty in accessing the right type of medical and psychological care when they returned home. They needed a health-care facility where factors such as tropical disease, trauma and stress could be assessed in one appointment.

Recognising this, Mike and Elizabeth founded 'Care for Mission' in 1983. This merged with Medeserve in 2007 to become HealthLink360. Through his work at Edinburgh's Western General Hospital Mike became a world leading expert in tropical medicine and infectious diseases.

This set the standard for the high level of expertise provided by HealthLink360 to the present day: medical care is offered by those with knowledge of location-specific occupational and psychological health risks. Healthlink360 is the only clinic in Scotland to offer a full package of services for those volunteering and working either locally or internationally, often in stressful circumstances.

We are a regulated service which specialises in 'whole-person' care for global workers and others. HealthLink360 offers medical, psychological and travel clinic services.

Now that we are emerging from the pandemic we recognise its serious impact on people's health and wellbeing. We are aware of a particular need for emotional and mental healthcare. As such we are expanding these services to provide this extra and critical support for any person or organisation who may need it.

Why we do what we do:

It is a common experience of those who travel internationally to work, often in challenging circumstances, that they return home physically or mentally fragile. It's also not uncommon for global workers to leave home unprepared either physically or emotionally for the demands of their overseas work.

For thirty-nine years we've been trying to change this by providing an expert level of care to our clients before they go, during their assignment, and when they return.

Our long experience is the reason that when clients come to us we take into consideration the whole person - body, mind and soul. Adequate time is allowed for each client. In our experience most NHS GP's can only provide 10-minute appointment slots, which is often too short to meet the complex needs of global workers. Hospital departments will only see travellers when they have clear symptoms to suggest that something is wrong.

Our aim:

Our aim is to promote health and resilience through our in-house team of doctors, nurses, counsellors and psychologists. Our team has extensive expertise in appropriate diagnosis and treatment, psychological health care, vaccines, and travel health care products.

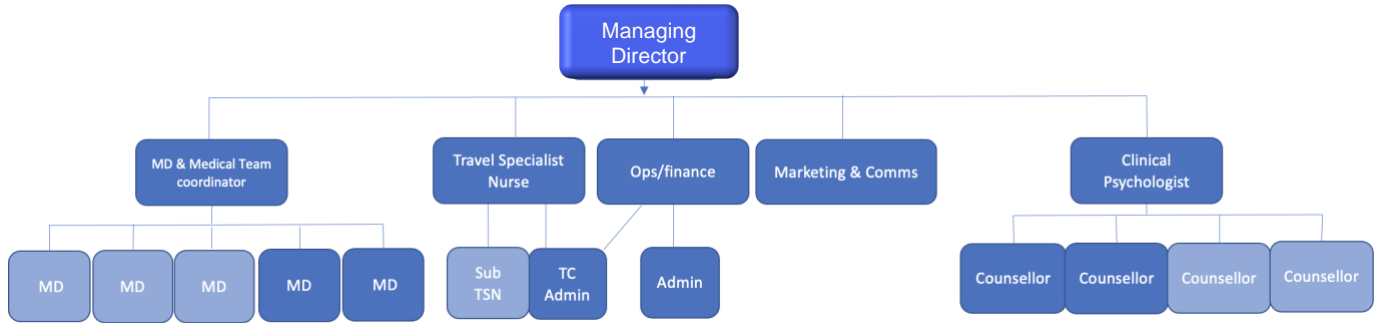
Our vision for whole person care:

Whole person care means delivering a health service that takes into account a person's physical health as well as their mental health. This is extremely important for those who have been working internationally in challenging environments, or for those who are planning to.

We are committed to the physical, emotional and spiritual wellbeing of our clients, enabling them to give of their best at home and around the world. All that we do is rooted in Christian principles, seeing each person as uniquely created and loved by God.

Further reading: [Annual Report](#) and [OSCAR](#) .

Our Team:



**MD in the organisational chart above is an abbreviation for Medical Doctor.*

HealthLink360 is made up of an extremely high calibre group of professionals, committed to share their skills in the best way they know. Ours is a team with a family feel - made up of full time, part time, sessional and volunteer employees. More information is available at: <https://www.healthlink360.org/our-team>

Our Board:

Six Trustees meet on a bi-monthly basis and have delegated the day-to-day management of the organisation to the Managing Director. Three representatives of the board are part of an Operations Committee, which meets bi-monthly with the Managing Director and Finance manager. More information is available at <https://www.healthlink360.org/our-board>.

Our Finances:

HealthLink360's funding is largely service generated income (2022-23 estimated to be 76%. Steadily advancing towards our pre-pandemic level of 86%). The remaining 24% is generated from grants via trusts and foundations etc.

For further information regarding our finances – please see the [Financial Accounts](#).

Working with us:

We are fortunate to have a team that is impressively dedicated, skilled and committed to our mission. Everyone is motivated to care, help people succeed, and provide the necessary support wherever clients might be in the world.

Our clinic and office is situated on the outskirts of Edinburgh within 30 acres of beautiful gardens in the grounds of the historic Carberry Tower. It is a tranquil setting with walks (quite literally on the doorstep) to enjoy on lunch breaks.

We are committed to pay the Scottish Living Wage and support flexible working where appropriate.

We are a values and faith-led organisation; committed to delivering on whole-person care. The ongoing professional development of the team is important to us and we encourage regular team gatherings, organisation-wide training, peer-to-peer learning, support for professional membership and coaching opportunities.

We welcome applications from people with a broad range of backgrounds and experience.

Job Description

Working Hours:	3.5 days p/w or 26.25hrs p/w; Tuesday – Friday Expect Managing Director to be in office majority of working week. Optional 1-day WFH depending on the needs of the organisation can be agreed. Occasional hours outside of this pattern may be needed – to maintain client focus.
Annual Leave	35 days per year including all bank holidays – pro rata
Salary:	£42,525 pro rata + Nest Pension or equivalent scheme (3% employer and 5% employee contribution)

The purpose of the job:

To be hands-on and oversee the day to day running of the organisation: including governance, day to day operations and lead the staff team. In partnership with the charity trustees to develop and lead on the implementation of our strategy and vision. The Managing Director will also be expected to offer Christian and spiritual leadership to the team.

Accountability:

The postholder is accountable to:

- The Board of Trustees for oversight of standards of working practice, governance, continuous professional development, and personal conduct.
- An annual appraisal will be carried out by representatives of the Board of Trustees.

Key responsibilities:

Leadership

- Lead and manage the staff team.
- Support the medical, nursing, psychology, and counselling teams.

Governance

- Support the trustees in their governance of the organisation.
- Overall responsibility for day-to-day governance ensuring all legal obligations are met including, but not only, Health & Safety, Safeguarding and GDPR.

Finance & Fundraising:

- Lead on budget setting and management.
- Lead on identifying fundraising opportunities including bid writing.

Quality Control & Improvement:

- Ensure good procedures are followed for delivery of all aspects of day-to-day business including Health and Safety and medical records.
- Lead on relationship with Health Care Improvement Scotland (HCIS).

HR:

- Lead on all aspects of HR for the organisation ensuring that best practice is followed.
- Ensure annual reviews are carried out for all staff.
- Oversee staff training and development.

Marketing & Communication:

- Lead on marketing & communications planning – develop with the team a marketing and communication strategy for the organisation.
- Work with communications team to deliver effective communications with staff, trustees, donor, partnering organisations, the public and stakeholders.
- Represent and speak for HealthLink360 and its services at external events.

Operations & Facilities Management:

- Coordinate and chair regular staff and team meetings.
- Coordinate and manage the rolling maintenance needs, contractors and ad hoc/unplanned matters.

PERSON SPECIFICATION:

The Managing Director will lead the organisation and develop its long-term capability.

Skills and Qualities

- Commitment to the charities' mission, vision and values.
- An occupational requirement for the role is to have an active Christian faith (under the Equality Act 2010).
- Proven leadership and management skills to engage in a collaborative way across all levels/teams in an organisation, including with a Board of Trustees.
- Ability to work effectively with a diverse group of partners.
- Ability to self-organise, manage multiple priorities and make sound decisions.
- Ability to think creatively and hands on solve problems.
- Excellent written and verbal communication skills.
- IT literacy: Microsoft365, Cloud Software, Server use/management, internet-based collaboration/video tools and SM.
- Able to use resources effectively and manage risk.
- Ability to demonstrate the highest standards of discretion and integrity.

Experience

Essential

- Proven experience of leading an organisation or team to meet its strategic objectives.
- Managing and developing a team.
- People management and leadership experience, growing individuals and teams.
- Managing change to meet an organisation's objectives.
- Delivering outcomes.
- Problem solving.
- Working with partners and stakeholders to achieve organisational objectives.
- Handling fundraising and grant applications.

Desirable

- Educated to degree level or relevant professional qualification / experience.
- An appreciation of the value of counselling, medical services, mission organisations and third sector humanitarian charities.
- Understand how social challenges, poverty and/or trauma impact on people's lives.
- Working knowledge of how to create a more diverse and inclusive organisational culture.

Key outcomes:

- Evidence of good practice and professional development will be seen through peer review, annual appraisal, appropriate learning activities and revalidation.
- Periodic feedback of client experience will indicate levels of client satisfaction, quality of care and inform quality improvement activities.
- Work effectively and gain the trust of the Board of Trustees.
- High standards of governance in all aspects of organisation will be maintained.
- Changes and updates to clinical practice will be documented where appropriate and communicated to the team.

Limits of authority:

Defined by the organisational policies and agreed by the trustees.



How to apply:

Please submit your CV together with a covering letter demonstrating how you meet the person specification (not exceeding two sides of A4) and why you believe you are right person for this role.

Applications should be submitted to Ruth: rmilliken@healthlink360.org by the closing date – 11.59pm on 26th January 2023.

We're working hard to ensure we recruit great people and minimise unconscious bias in our selection process.

Interviews:

First Interviews with the recruitment committee will be held Friday 3rd February 2023.

A request for three references (two professional & one faith based) will be made, for those candidates proceeding to interview two.

Second Interviews dates to be approx. Friday 10th February 2023.

More information:

Dates may be subject to change and should this be the case all applicants will be notified.

Please note the roles earliest start date will be 1st April 2023 and it will have a 6-month mutual assessment period and review before being made permanent.

If you require any further clarity or would like to have an informal conversation, please contact rmilliken@healthlink360.org

Lastly, thank you for considering the Managing Director role. We look forward to hearing from you, if you feel this is the right opportunity for you.



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