



Job Description

Head of Services

Line Management Responsibility Accountable to

Service Managers
CEO

Expectations of the Head of Services Role

Combine a thorough knowledge of social care practice and processes with first-class leadership, staff support and development skills;

A facilitating, assertive management style, outstanding interpersonal skills and a practical understanding of how to ensure high practice standards in a constantly changing and continuously improving social care business;

Ensuring all staff are highly professional and committed to the values of care and support best practice.

Responsibilities of the Head of Services

Management of Service Delivery

- Provide leadership and ensure accountability in the management and development of withYOU services
- Create a leading edge, first choice, quality care and support brand by promoting best practice and ensuring continuous improvement
- Ensure withYOU meet and exceed regulatory support requirements
- Provide an outcome orientated approach for self, individuals, teams and the organisation
- Enable the delivery of a best value service without compromising quality
- Recognise change as an integral part of the delivery of support and implement thoughtfully
- Generate purchaser, staff and service user loyalty and commitment
- Facilitate Service reviews and the development of robust 1 - 3 year Service business plans

- Embed a culture of innovation and experimentation in the management and service provision of withYOU within the framework of assessed risks
- Assist in the setting and monitoring of services budgets
- Embed equality and diversity in all service delivery
- Facilitate all inspections of the Services and services.

Service User Involvement and Integration

- Coordinate, with appropriate staff, the development and introduction of mechanisms to involve service users in meaningful participation in relevant aspects of the service delivery and organisation
- Play an active role in community regeneration opportunities with partner agencies ensuring flexible, local solutions are driven by the needs and priorities of withYOU service users and the local communities
- Ensure personalised services seek to enable service users to make informed choices to live within sustainable communities in their own homes
- Ensure the involvement, if appropriate, of service users' advocates and relatives in the development of service delivery.

Staff Management

- Provide accessible and visible leadership to all withYOU staff;
- Provide appropriate development opportunities for Service Managers including supervision, action learning, mentoring, appraisal, coaching, management development, secondments etc;
- Implement and manage good communication and knowledge systems for all staff;
- Inspire, encourage and motivate staff to deliver high quality, evidence-based outcomes for service users;
- Ensure, in collaboration with People and Culture, the development of comprehensive training programmes/ strategies;
- Facilitate the programme of SVQ training;
- Proactively manage the reduction of absence levels;

- In collaboration with People and Culture, ensure the recruitment and retention of staff that have the skills, experience and aptitudes to deliver a person centred and quality service;
- Participate in the disciplinary process, as required.

Joint Working

- Operate as part of the senior management team of withYOU and contribute to the business planning process;
- Attend and contribute to Senior Management and Service Management meetings and any other withYOU meetings, as required;
- Prepare reports, attend and contribute to withYOU Board meetings;
- Develop and maintain relationships with staff internally to ensure that the operational interface is effective and robust;
- Advise in the Commissioning process about service delivery issues in the development of new services and in the growth of present services;
- Represent withYOU externally, as required;
- Contribute to task groups where appropriate;
- Liaise with statutory, voluntary and other independent providers' managers, as appropriate.

Equality, Diversity and Inclusion

- Represent and protect diversity through valuing everyone's contribution, by integrating diversity into all that you do and promoting its core values.
- Be a thought leader and advocate within the organisation on EDI initiatives and embedding these within how we operate

Self-Management

- Deliver the vision and values of withYOU
- Use own initiative to manage time effectively, keeping all work up-to-date and prioritising to ensure that the most urgent is dealt with first

- Create an image of cooperation, respect and goodwill in every aspect of your work
- Recognise that you are accountable and responsible at all times in your role
- Abide by the National Care Standards and Scottish Social Services Councils code of conduct in all work undertaken
- Undertake 'Continual Professional Development' through taking personal responsibility for your self-development and to lifelong learning. This will be supported by line managers
- Record information as required and adhere to withYOU policies, procedures, guidelines and protocols
- Adhere to withYOU and Service specific procedures, guidelines and protocols
- Be aware of current Health and Safety policies and to take responsibility for their own safety, and that of others who may be affected by any act or omission on your part
- Undertake such additional duties, as directed by their line manager or other staff if appropriate, as would reasonably be expected of someone at this grade. These duties may be undertaken at the post holder's principal place of work, or at any other relevant office

This job description is not an exhaustive list of tasks.

Please note:

It is withYOU's policy to encourage the personal development of staff. with YOU will support staff in line with the requirements of the job and the responsibilities of the organisation;

All staff will attend statutorily required training and have access to training appropriate to the requirements of the role and their personal development;

All staff will receive regular and responsive social care supervision from their line manager.

Person Specification

Head of Services

Education and/or Professional Qualifications

Essential

- SCQF Level 10 qualification in social care or directly related field that allows full registration with the SSSC within a manager level category (or equivalent level membership with another professional body that allows work within Social Care)
- Membership of, or willingness to be registered with, a professional body that allows work within Social Care

Desirable

- SCQF Level 11 qualification in management and leadership, business administration or SCQF Level 11 qualification in a specialism related to social care (e.g. Older People, Learning Disability, Neurodiversity, Mental Health, Homelessness).

Experience & Skills

Essential

- Proven record of achievement in a multi-functional organisation
- Experience in achieving service outcomes within the context of appropriate financial constraints.
- Experience of formulating organisational policy and strategy on complex service issues.
- Comprehensive experience of managing at a senior level.
- Thorough understanding of the workings of Health and Social Care Partnerships and IJBs.
- Proven track record of leading change management within Services.
- Experience of mentoring and leading a diverse range of direct reports to achieve high performance results.
- Demonstrable experience of leading services in one of the following areas: (Older People, Learning Disability and Neurodiversity, Mental Health, Homelessness).

Desirable

- Bidding and tendering for large projects and services.
- Excellent presentation and communication skills.
- Experience leading services in two or more of the following areas: (Older People, Learning Disability and Neurodiversity, Mental Health, Homelessness).