

Role title	Head of Services
Responsible to	Executive Lead for Operations
Location	Glasgow

About Alzheimer Scotland

Alzheimer Scotland is Scotland's national dementia charity. Our vision is a future where dementia doesn't exist. Our mission is to make sure nobody faces dementia alone. Our goals are to prevent dementia by empowering people to look after their brain health, continue to care for as many people as we can who are living with dementia, and to help find a cure by funding research and campaigning for people to have access to any treatments available.

Alzheimer Scotland is committed to fair work and is proud to be accredited as a Living Wage employer. We enable and foster a working environment of trust, integrity and respect, for which everyone in the charity has a responsibility. We work collaboratively and encourage creativity and innovation from our employees and volunteers as we strive to continually improve the ways in which we support people with dementia, their families, and carers.

All Alzheimer Scotland employees and volunteers are encouraged to engage in activity within the charity, and through our Colleague Voice Forum and other outlets we actively promote an effective voice so that the views of those who work with us are sought out, listened to, and can make a difference. We advocate continuous development across all our teams, providing opportunities to learn in a safe and supportive environment.

About the role

The Head of Services will play a key leadership role in building sustainable, resilient, therapeutic, commissioned and other services of the highest quality for people with dementia, those at greater risk of dementia, and their families, and carers. You will be responsible for a portfolio which may include registered day services and commissioned and non-commissioned community supports, such as an outreach service or community connections service, ensuring that they meet Alzheimer Scotland's quality guarantees. You will play a lead role in maximising opportunities for potential growth in other areas of service delivery. This role sits within the Operations team and reports to the Executive Lead for Operations. You will work collaboratively with other Heads of Services, Head of Quality, Day Service Managers, Dementia Advisors and all local and national teams to deliver continued improvement in the quality of our registered and commissioned services.

The Head of Services will be responsible for establishing and maintaining effective relationships with key local stakeholders within Health and Social Care as well as relevant other organisations. This includes establishing and maintaining effective relationships with local commissioners, providing high quality reports, identifying opportunities for service development, and ensuring that our registered day care and commissioned supports meet our contractual responsibilities. When opportunities arise, you will contribute to preparing high quality tenders for public sector contracts for registered day care and non-registered commissioned services.

The Head of Services will have responsibility for leading the local teams and managers in managing and running our registered day care and commissioned supports to deliver on Alzheimer Scotland's quality guarantees, implementing continuous improvement plans, and evidence best practice and the quality of experience and outcomes for people who use our support services.

This is a senior role in Alzheimer Scotland, and you will be required to work collaboratively with colleagues from teams across the Charity, including Brain Health Scotland colleagues, to achieve our shared aims and strategic priorities.

You will place a significant focus on helping others within the organisational structure, specifically to enable and embed a style of management and leadership and close collaborative working that will influence a positive culture of engagement, gives colleagues an effective voice and delivers our vision. The role will ensure that the activities, development, and work of others is enabled through a supportive culture which includes ensuring there are strong links and support for all colleagues. A key responsibility is to provide strong leadership to teams through setting clear objectives and outcomes.

Key responsibilities

Role specific responsibilities

- Be the registered manager for allocated registered services.
- Lead and build sustainable, resilient, therapeutic, and inclusive registered day care and commissioned community supports of the highest quality.
- Undertake regular service audits to ensure our services are safe, of high quality and maximise the use of our resources in line with Alzheimer Scotland's Quality Guarantees, Quality Improvement Framework, Continuous Improvement Plan and Care Inspectorate core assurances.
- Establish and maintain effective and positive relationships with local commissioners, supported by the Executive Leads for Operations and Finance.
- Monitor delivery of contractual requirements and conditions, providing timely and high-quality reports for commissioners and the Executive Leads for Operations and Finance.
- Manage budgets through regular monitoring. Review all income and expenditure with support from finance colleagues.
- Identify opportunities for growth and development in our registered commissioned day care and non-registered commissioned community supports.
- Contribute to developing proposals and tenders for new or existing services.
- Provide supportive and effective leadership and line management to Day Services Managers and Local Dementia Advisers or relevant other posts within your portfolio, setting and reviewing objectives and outcomes through regular Support & Development, appraisal processes, and the management of People and Human Resource processes and procedures.
- Lead a proactive approach to engaging with diverse communities to ensure Alzheimer Scotland's front line support services are inclusive of the needs of and accessible to diverse groups.
- Ensure all colleagues within the portfolio achieve and maintain the required knowledge, skills, learning, professional development, and Promoting Excellence Framework standard to meet Alzheimer Scotland's quality guarantees, deliver high quality therapeutic support, which empowers those we support to achieve the personal outcomes important to them.
- Provide high quality reports as required in a timely manner.

- Support the development of and regular review of policies and procedures for Operations, and other Portfolios as needed.

Other responsibilities

- Ensure Health and Safety is actively monitored and implemented and identify and manage risk in line with Alzheimer Scotland's operational guidance.
- Use IT systems appropriate to the role, including Microsoft Office suite, ALIS (intranet), and iTrent (HR and People system) and ensure all required measures to relating to the safe and secure use of sensitive and personal data are always adhered to.
- Actively collaborate with peers and colleagues both internally and external to the Charity, as appropriate to the role, in developing positive working relationships and collaborative, flexible approaches.
- Operate in full compliance with Alzheimer Scotland policies and procedures.
- Participate fully in team meetings, learning and development opportunities and Continuous Personal Development/Learning (CPD & CPL) activities, and personal review and appraisal meetings.
- Adopt and maintain a positive approach in supporting, contributing to, and enabling effective employee voice.
- At all times adopt a positive approach to Alzheimer Scotland's commitment to building a diverse, inclusive and representative Charity in all aspect of our work and seek to remove any barriers, wherever possible, to enable and encourage diverse and inclusive practice and participation.
- Actively support and promote the integration of volunteer activity and effective volunteer voice.
- Work flexibly and undertake any other appropriate duties commensurate with the general remit of the role, as required.
- Ensure the required recording of data is completed in line with GDPR and organisational guidelines.

General

This job description remains subject to review by the Charity at any time and does not form part of the postholder's contract of employment unless explicitly stated.

Reviewed: November 2024

Person Specification Head of Services

This person specification should be read with the above job description for the post of Head of Services. Please note that these competencies are not ranked in order of priority.

	Essential	Desirable
A relevant Practice qualification, to meet the SSSC registered manager requirements at SCQF Level 7 such as SVQ 3 Social Services and Health care or equivalent.	X	
Evidence of relevant knowledge, skills and substantial experience of leading and managing the delivery of services.	X	
A relevant Practice qualification, to meet the SSSC registered manager requirements at SCQF Level 9 such as SVQ 4 Social Services and Health care or equivalent.		X
Hold an appropriate leadership and management qualification.		X
Knowledge and understanding of dementia and experience of working with people with dementia and carers.	X	
Evidence of leading and managing projects/teams/peers through successful collaborations.	X	
Excellent IT and digital skills and awareness of the potential of digital to deliver outcomes for people living with dementia and carers.	X	
Ability to self-organise, prioritise, and meet deadlines.	X	
Ability to work under pressure while paying attention to accuracy and detail.	X	
Ability to analyse problems and develop solutions.	X	
Demonstrable interpersonal and relationship building skills.	X	
Dynamic, self-motivated person who is accustomed to working unsupervised whilst also being a team player.	X	
Excellent Communication Skills.	X	
Strong presentation skills.	X	

Strong leadership skills.	X	
Strong understanding of Health and Social Care Partnerships, NHS structures and public policy drivers, especially those related to dementia.		X
Ability to drive the implementation of plans to achieve objectives.	X	
Creative approach.	X	
Flexible in approach.	X	
Understanding of the Commissioning process within Heath & Social care, and related challenges.	X	
Experience of supporting adult services registered with the Care Inspectorate, however not necessarily as the Registered Manager.	X	
Proven track record in building and developing partnerships.	X	
Experience of planning, developing, implementing, evaluating, and reviewing operational activities.	X	
Open and agile approach to services with experience of supporting service reviews, redesigns and subsequently of supporting teams and those supported through changes to service delivery.		X
Experience of managing people, with various teams, implementation of Support, Reflection & Development processes including Appraisal plus performance management if required.	X	
Evidence of continued professional development.	X	
Experience of working collaboratively and in partnership with individuals, groups, organisations, and stakeholders internally and externally.	X	
Full and valid driving licence and access to a vehicle.	X	