

JOB DESCRIPTION

Job title: Deputy Director of Services and Innovation (London Region)

Service: Services and Innovation

Salary: £57,480 + £3,607 Inner London Weighting per annum

Hours: 37 hours per week

Location: Family Action Head Office, London

Responsible to: Director of Services and Innovation

Summary of job:

This is a senior leadership role within Family Action. The post holder will contribute to the delivery of the organisations strategic aims nationally and within the defined geographical region to ensure Family Action is Stronger than Ever. The post holder will model the organisations values; people focus, can do, excellence and mutual respect. This is one of 5 Deputy Director roles, each taking a geographical area of operational responsibility, including a Deputy Director of Quality & Performance.

Key tasks and responsibilities:

The purpose of the job is to be responsible for and lead operational and service management, performance, controls, and to develop Family Action services in a designated geographical region. The post holder will also support the marketing and growth ambitions of the organisation. They will be accountable for safeguarding across their portfolio of services and achieve quality and excellence through a continuous improvement approach. The post holder will also take a national thematic lead for an area of service delivery.

Stronger Organisation

Focus on strengthening, training and developing the workforce and volunteers.

1. To provide leadership to ensure staff are motivated, fully engaged and involved in the work of Family Action and are all performing to appropriate standards.
2. To oversee the safe and effective recruitment of new staff as required following the principles and guidance of Family Action's safe recruitment and equal opportunities in employment policy.
3. To ensure that staff are working effectively and that there are opportunities for them to acquire the knowledge and skills required to undertake their work and that their positive contribution to the organisation is properly acknowledged.
4. To lead your team to develop and implement SMART appraisals that focus on objectives and outcomes.

5. To support managers to recognise and address poor performance, to chair disciplinary and grievance hearings when required.

Focus on developing the organisations culture, encouraging ideas and innovation and keeping service users at the heart of everything.

6. Develop the use of the organisations values and behaviours to promote co-produced services, and an entrepreneurial culture.

7. To enable and lead on practice sharing initiatives, applying continuous improvement approach to practice and service delivery.

Stronger Systems and Impact

Support the continuous development of working practices, systems and environment.

8. To ensure the provision of high quality services by managing in accordance with Family Action policy, standards and procedure.

9. Support the continuous development of the organisation wide case management system and to utilise management information reporting and data sets to assist management oversight.

10. To oversee the preparation of business plans, including financial plans and budget plans, for services to ensure that all resource requirements are secured; to monitor and control expenditure and to ensure the delivery of cost effective services within agreed budgets.

11. Excel in evidencing the impact and describing, evaluating and promoting the organisations work.

12. Engage all the services in evidencing the impact of their work both for contract compliance and for the organisation to continuously improve our outcomes.

13. Review outcomes data of services to identify priorities for further work or investment.

14. Develop and sustain positive working relationships with key commissioners and partner organisations and showcase the impact of the organisations work.

Stronger Services and Innovation

Monitor and strengthen the quality of service delivery and organisational performance and risk management.

15. To continually enhance the organisations safeguarding work.

16. To continuously improve the quality and impact of service delivery and lead on the application of Family Action's Quality Assurance Framework.

17. To ensure that all services work demonstrably to evidence and improve outcomes for services users through high quality practice and the use of accredited tools for measuring and analysing outcomes.

18. To assess and address any identified issues of quality, performance or risk.

Promote service user and volunteer engagement.

19. To champion and embed co-production within the ethos of the organisation.

20. To support the implementation of the organisations volunteering strategy.

Innovation

21. To continually look for innovative, higher quality and more effective ways of providing existing or new services which meets the changing needs of service users, commissioners and policy makers.

Stronger Strategic Growth and Partnerships

Support the development of new service models, and strengthen Family Action's presence and impact.

22. To be bold, proactive and creative in designing and developing new models of service delivery.

23. To communicate and promote a positive public image of Family Action, representing the organisation to increase professional and public awareness of its work and of the views and needs of service users.

24. To seek out and develop new contracting and funding opportunities and to take every reasonable action to retain funding for existing services, and support the implementation of the sales and marketing strategy achieving targets.

25. To initiate, negotiate and develop effective working partnerships with commissioners, partners and users of services and with colleagues within Family Action.

Strategic Partnerships

26. To support the organisations development of a range of strategic partnerships in order to expand our service delivery and impact across the UK.

In addition

27. To contribute, as a member of the Operational Services Management Team and other strategic forums as required, to the overall development of Family Action's strategy, policies, procedures and plans for its services.

28. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:

- a) Being **people** focused
- b) Reflecting a '**can do**' approach

- c) Striving for **excellence** in everything we do
- d) Having **mutual respect** for everyone we work with, work for and support through our services

29. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.

30. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

31. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

32. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

Qualifications/Training:

1. Education to degree level, a recognised professional qualification in social work, or health, or social care or equivalent in experience, and evidence of a commitment to continuing learning and professional development.
2. Demonstrable evidence of senior management.

Experience:

3. Demonstrable evidence of effective practice and service management in social care, or health care, as a practitioner and at middle or senior management levels.
4. Demonstrable evidence of effective supervision and management of projects or teams and staff, including evidence of service development, information management, and HR and budget management at senior management levels.
5. Evidence of managing multiple complex services and team.
6. Evidence of working strategically at senior management levels.

Knowledge:

7. A thorough knowledge of good practice and legislation in relation to safeguarding, social care or health provision and outcome management.
8. Evidence of strong service management in identifying and correcting any failing services in quality and safeguarding.
9. Knowledge and understanding of the needs of vulnerable service users of all ages combined with an awareness of the particular needs of diverse ethnic communities.

Skills and Abilities:

10. Ability to develop and manage Family Action service in response to the changing political and policy environment.
11. Ability to deliver Family Action's commitment to equal opportunities, equality of access and anti-discriminatory practice in service delivery and employment.
12. Ability to provide effective professional management of casework and service provision, budget and budget planning processes, supervision of staff and managers, audit and other management functions as required.

13. Ability to market and sell the organisations portfolio of work to funders and customers.
14. Ability to contribute to the overall growth aims of Family Action, by creating and managing relationships with partners and commissioners, generating interest and workflow, contributing to and writing tenders.
15. Ability to demonstrate personal credibility, liaise and communicate at senior levels, effectively prioritise workloads with, and be personally and professionally creative and flexible.
16. Ability to contribute to the overall development of Family Action policy.
17. Ability to deputise for the Director and undertake other abilities as reasonably required.

Values:

18. Demonstrable commitment to Family Action's values, which underpin our mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our service

