

Job Description

Job title: Transformation Lead, PARCS Family Action

Location: Diana House, Portsmouth

Length: Initial 12 months fixed term / secondment opportunity

Hours: Full time - 37 hours per week

The jobholder will be expected to work flexibly to meet the needs of Family Action. There will be regular travel with occasional overnight stays required.

Grade: ADIR4-9

Summary of job:

This is an initial 12-month fixed term / secondment opportunity to join the Family Action senior leadership team as a transformation lead with a dedicated focus on our Portsmouth Abuse and Rape Counselling Service (PARCS)

Portsmouth Abuse and Rape Counselling Service (PARCS) is committed to supporting and empowering all those with lived experience of sexual violence and domestic abuse.

The post holder will lead on an ambitious and challenging transformation programme for the PARCS service which joined Family Action through merger on 1st April 2021.

The post holder will model the organisations values; people focus, can do, excellence and mutual respect and work alongside the Deputy Director for Services and Innovation in the South region in the delivery of this ambitious role.

The post holder be responsible for the clinical leadership in PARCS and will be highly experienced and qualified in the field of sexual abuse and rape counselling services to effectively establish the clinical principles, standards, and framework for effective change delivery across PARCS.

The Transformation Lead will develop a thorough Transformation Programme Plan including a feasibility review of the existing service portfolio. They will ensure all practice is safe and effective, and the portfolio of services delivered meet contractual requirements, statutory duties and Family Actions quality standards.

Key tasks and responsibilities:

The role will be required to develop core strategic aims and ambitions for PARCS aligned with Family Actions. The strategic transformation required will proactively identify opportunities to advance Family Actions strategy and vision for work in the field of sexual violence, abuse and rape through change initiatives that will deliver measurable business improvement across the organisation.

The Transformation Lead will ensure that change is not only delivered successfully but is also embedded in a sustainable manner and that the Family Actions business capabilities and operating model are as efficient and effective as possible, being fit-for-purpose in achieving our strategic aims.

The role will provide clinical leadership and insight to the PARCS core team and offer expert leadership and professional coaching to the PARCS management team through this challenging change programme.

1. To provide transformative leadership to ensure staff and managers are motivated, fully engaged and involved in the change programme so that they are all performing to appropriate standards.
2. Through creativity, expertise, and collaboration, identify, lead, drive, and manage the transformation programme at pace to increase efficiency and performance across the breadth of the service portfolio.
3. To be a clinical expert in the field of sexual abuse and rape and to promote methods and standards, and the implementation of best practice. To maintain a high clinical profile, being highly visible, accessible, and approachable to staff, partners, and other stakeholders.
4. Provide expert leadership and articulate a clear and compelling vision for change using evidence-based business cases including resource implications.
5. Manage all strategically identified transformation projects from inception, delivery to closure, supporting across the lifecycle of project delivery and benefits realisation.
6. Responsible for providing the portfolio management across all transformation change projects, ensuring all projects are delivered on time and budget to the satisfaction of business stakeholders and our clients. Ensure that project deliverables are of high quality and projects are delivered following due process.
7. Challenge the status quo and provide specialist hands-on guidance and support to the management and staff structure.
8. Carry out relevant horizon scanning and external benchmarking for best practice in delivering an efficient and effective portfolio of services.
9. Provide timely update reports for all project work streams to present to the Transformation Board.
10. Develop and nurture strong, positive relationships with key stakeholders to ensure engagement and delivery of change.
11. To ensure the provision of high-quality services by managing in accordance with Family Action policy, standards, and procedures. To provide comprehensive oversight of risks, issues, trends and need of the service and/or staff development to inform strategy and service development improvements.
12. To lead and develop 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.
13. Engage the staff team in evidencing the impact of their work both for contract compliance and for the organisation to continuously improve our outcomes.
14. Review outcomes data of services to identify priorities for further work or investment.
15. Develop and sustain positive working relationships with key commissioners and partner organisations and showcase the impact of the organisations work.

16. To continually enhance the organisations safeguarding work.
17. To ensure that all services work demonstrably to evidence and improve outcomes for clients through high quality practice and the use of accredited tools for measuring and analysing outcomes.

Person Specification:

Education, qualifications, and background

1. Educated to post graduate level with a recognised professional Counselling/Psychotherapy/ Clinical Psychology qualification. In addition, registered with relevant professional body and evidence of a commitment to continuous learning and professional development.
2. Recognised programme / project management qualification or equivalent experience
3. Minimum 5 years' post qualification experience as a counsellor/psychotherapist with significant evidence of working with survivors of sexual abuse, domestic abuse, and rape.
4. Minimum 5 years' experience of leading complex transformation programmes
5. Demonstrable evidence of effective supervision and senior management of projects or teams and management staff, including evidence of service development, information management, and HR and budget management.
6. Demonstrable experience of trauma related work with children, young people and adults with complex mental health and psychosocial issues and providing outcome focussed interventions that support resilience and/or recovery.
7. Experience of managing services which work successfully to deliver positive outcomes for survivors of sexual abuse, rape, and domestic abuse
8. Extensive experience of leadership of a diverse range of staff and services.

Abilities and skills

1. A dynamic and enthusiastic approach to leading services and teams with a creative and solution-focussed approach to respond to a rapidly changing culture and environment.
2. Experience of change management, bringing others' along with you, recruitment, supervision and managing staff performance, grievance, and disciplinary processes.
3. Success in developing and maintaining effective stakeholder and strategic relationships.
4. Experience of providing expert advice and guidance to other professionals, to influence the future direction of services
5. Ability to contribute to the overall growth aims of Family Action, by creating and managing relationships with partners and commissioners, generating interest and workflows contributing to, and writing tenders.

6. Excellent organisation, presentation, interpersonal and communication skills, both written and verbal.
7. Ability to prioritize own and other's workloads, managing multiple and competing priorities whilst meeting strict deadlines and maintaining accuracy.
8. Excellent IT skills, including experience and practice of case management information systems. Ability to provide critical analysis of information and quality management oversight of all direct work undertaken with children and young people.
9. Proven skills in collecting and analysing data that informs the service as well as local stakeholders and funders of performance, trends, gaps in provision, risks, barriers as well as successes and produce high quality monitoring and evaluation reports in accordance with funding specification.
10. Able to always evidence Family Action's values, 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
11. Ability to work out of hours, after 6:00pm to provide on call support for staff. Evidence of working flexibly as may be required by the needs of the service. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
12. To champion and embed co-production within the ethos of the organisation.
13. To communicate and promote a positive public image of PARCS - Family Action, representing the organisation to increase professional and public awareness of its work and of the views and needs of service users.
14. 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.
15. To support the organisations development of a range of strategic partnerships to expand our service delivery and impact across the UK.
16. 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.
17. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.