

**Job Description & Person Specification**

# **Director of Services**

**Job title**: Director of Services

**Location:** Flexible – To meet the needs of the organisation

**Responsible to:** Chief Executive

**Responsible for:** Head of Carers Services and Registered Care Manager

**Salary band:** (L2) £40,000 to £46,000

**Hours:** 37 hours per week (there may be potential for some flexibility in hours)

**INTRODUCTION**

Carers Trust South East Wales (CTSEW) is the largest organisation for unpaid carers in Wales and with over 180 staff and a £3.5m turnover, we are also one of the largest charities in Wales.

We equip unpaid carers with knowledge, skills and confidence to look after themselves as well as their loved ones, ensuring they have time and energy to enjoy and achieve the things that are important to them.

We work with carers to reduce the physical and emotional impact of the care and support tasks they undertake, ensuring they have appropriate knowledge and support and that the person they look after can be as independent as possible.

We provide a wide range of individualised information, advice and support services for unpaid carers in Blaenau Gwent, Bridgend, Caerphilly, Cardiff, Merthyr Tydfil, Monmouthshire, Newport, Rhondda Cynon Taf, Torfaen and the Vale of Glamorgan. We also deliver commissioned and private respite, care and support services in the home.

It is a really pivotal time for the CTSEW and this role will provide a genuinely exciting opportunity to shape the future of the organisation and make peoples’ lives better through strengthening and prolonging their independence, enhancing health and wellbeing and supporting people to enjoy and make the most of their lives.

## **PURPOSE**

This role will lead our services to unpaid carers and people with care and support needs. It has an immediate focus on enhancing our respite, domiciliary care and day centre services, with the aim of agreeing a clear focus for growth.

Whilst we deliver a lot with relatively little, our current service model cannot currently meet demand and that challenge is only going to get bigger. We want to transform what we do to increase the number of people we support and further enhance the difference we make to people’s lives.

Working as part of our senior leadership group, you will have a key role to play in the development and delivery of our future vision and strategy making sure we consistently achieve excellent standards in everything we do

**KEY RESPONSIBILITIES**

**Services**

1. Be responsible for developing evidenced-based and agile frontline services, ensuring they achieve the key outcomes we have agreed with carers and the KPIs, outcomes and quality framework agreed internally and with funders.

2. Be responsible for the overall operational performance of the service as measured by KPIs, our 5 strategic outcomes and our quality framework domains.

3. Act as Senior Safeguarding Lead for all operational client services.

4. Ensure our services comply with legal and regulatory requirements, particularly working with Care Inspectorate Wales (CIW) and Social Care Wales in relation to our regulated services.

5. Oversee the delivery, monitoring and reporting of contracts, proving regular updates to the Chief Executive, trustees and other relevant parties.

6. Oversee the negotiation and bidding of contracts and grants that are in line with our agreed priorities.

7. Work with the Head of People and Corporate Services on workforce planning and development, ensuring that policies, procedures and resources are maximised for effective recruitment, induction, management and development of staff.

8. Identify developments externally and internally that may impact on existing and potential service users and may lead to new ways of working, new markets or other service changes, making recommendations to the Chief Executive and Board on how these should be taken forward.

9. Take overall responsibility for all aspects of customer care and safety, as well as staff and volunteer safety when delivering services. Take a proactive approach to preventing organisational risks relating to service delivery, dealing with or escalating issues as appropriate.

10. Working with our internal and external Health and Safety resource, oversee the development and implementation of robust health and safety policies and practices, advising or escalating to the senior management team and Board as appropriate.

11. Ensure that effective processes are in place to respond to feedback on service issues and complaints, investigating and reporting to the Chief Executive and trustees where appropriate.

12. Assist the Chief Executive and other senior colleagues in identifying and pursuing funding opportunities and leading or supporting as appropriate in the negotiations and tendering of service level agreements, contracts and grants.

13. As part of the senior management team, contribute towards the development of the organisation’s vision, strategy and operational plans.

14. Develop and build relationships with existing and new partners, with a view to raising the profile and recognition of CTSEW, increasing our reach and impact and enhancing our financial ability to deliver our aims.

**General**

15. To be committed to safeguarding and promoting the welfare of adults and children.

16. To lead by example in embodying our values and acting at all times in keeping with our policies and procedures.

17. To facilitate and promote organisational compliance with all relevant charitable and corporate responsibilities.

18. To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that Equal Opportunity principles are applied at all times.

This role will deputise for the Chief Executive as required.

## Person Specification – Director of Services

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| Essential Experience Required | Desirable Experience Required |
| * Considerable experience of working within the social care sector. * Proven leadership experience in the voluntary, public or private sector. * Experience of safeguarding in a social care context. * Relevant experience in service development and delivery, including setting and managing income and expenditure and developing new income sources. * Experience of managing and developing people within a medium to large sized organisation. * Experiencing of managing complex budgets across multiple departments. | * Experience of regulated care and the Regulation and Inspection of Social Care (Wales) Act. * Experience of working with unpaid carers and/or people with care and support needs. * Experience of business case development. * Experience of project management. |
| **Essential Skills and Abilities Required** | **Desirable Skills and Abilities Required** |
| * Able to look at the bigger picture and ensure plans and priorities are clearly aligned to achieving an agreed vision and strategy. * Well-developed understanding of safeguarding in a social care context. * Capacity to exercise personal responsibility when necessary and to resolve evidenced decisions in complex conditions or under pressure. Readiness to be held accountable for performance. * Capacity to delegate effectively and to hold others to account for performance. * Ability to act as the appointed ‘Responsible Individual’ * Excellent communication and listening skills, with an ability to challenge and be challenged. * Demonstrable leadership aptitude and change management skills including the ability to lead, develop and motivate staff and to facilitate strong collaborative teamwork. * Strong relationship building skills with external stakeholders, being able to influence their actions and appropriately and positively respond to criticism or challenge. * Ability to obtain and provide insight and analysis to improve decision-making and performance. * A demonstrable understanding of regulated care in Wales; of the Regulation and Inspection of Social Care (Wales) Act 2016 in particular and associated statutory guidance. * A good conceptual understanding of Workforce Development and a working knowledge of the role and requirements of Social Care Wales in respect of workforce regulation. | * Experience of budget planning, fund raising and securing resources and negotiating for funding from a range of sources * Experience of operational requirements for delivering regulated support i.e. rostering, assessing, reviewing, care planning & delivery of person centred services * A desire and willingness to engage in own career development. |
| **Essential Qualifications Required** | **Desirable Qualifications Required** |
| * A commitment to continual professional development. | * A relevant professional social care qualification (such as a QCF Level 5 or above Diploma in Health and Social Care Management or equivalent) or an ability to complete a relevant qualification as part of the job. * A ILM Level 5 or above or equivalent leadership qualification. * Registered status with Social Care Wales. |