

# Head of Older Communities

**Our Purpose:** To meet need wherever we find it.

<b>Location</b>	National
<b>Reports to</b>	Chief Operating Officer
<b>Responsible</b>	<ul style="list-style-type: none"> <li>Deputy Head of Older Communities</li> <li>Service Managers</li> </ul>



## About the role

To provide exceptional leadership, quality and person-centered specialist services for people with older communities across SJOG services. To manage and lead on regulated Older Communities services to improve choice and quality of life outcomes people.

A large part of this role is to lead on the strategic direction of older community services support further contractual objectives so that SJOG can be of help to more people. This will involve designing and shaping both existing, and new service provision.

The Head of Older Community Services will provide excellent leadership, direction and effective management of team's and their resources. As a member of the senior management team this role will ensure all colleagues understand, embrace and deliver on SJOG's values and business plan objectives.

Objectives	Typical Duties
Actively support the vision, mission, ethos and values of the charity	<ul style="list-style-type: none"> <li>Promote and sustain a culture that integrates SJOG's values, i.e. respect, compassion, hospitality into the day-to-day life of services.</li> <li>Communicate and deliver on the purpose of the charity, by ensuring all colleagues promote exceptional older people practice.</li> <li>Willingly respond to a need within the charity that is in keeping with the values of the charity.</li> <li>To aspire and promote cutting edge work so that outcomes for the people we support are maximised.</li> <li>To embed religious order values into the services SJOG provides.</li> </ul>
To lead on the development and implementation of SJOG's national Older Communities Strategy that takes account of business, operational management and practice objectives	<ul style="list-style-type: none"> <li>To scan the strategic direction of religious provision and communicate this into a plan of action for delivery.</li> <li>Be able to spot gaps in service provision and design new concepts and services into actual deliverables.</li> <li>To steer the direction of business plans alongside the strategic landscape and work closely with religious orders.</li> <li>To monitor and report on quality, impact and growth.</li> <li>To promote the latest research, practice and thinking of older people across national services.</li> </ul>

**Ensure that people's right to feel safe and secure in all aspects of their life is upheld across all services**

- To promote the rights, interests, needs and choices of people, in the planning, delivery and reviewing of their service.
- Ensure people are supported to make their own decisions where possible and fully promote best practice on consent and the Mental Capacity Act.
- Ensure that there are good systems in place to facilitate positive risk taking so people are safe, independent and living a life that is rich in purpose, meaning and personal fulfilment.
- Ensure services adhere to the charity's safeguarding policies and procedures and have in place rigorous processes for safeguarding vulnerable people.
- To work closely with the Advisory Network in listening to their feedback and acting on this to improve service experience.
- Ensure safeguarding issues, when they occur, are dealt with in line with best practice and local authority procedures.
- Be a safeguarding lead for the charity and keep abreast of latest research and development in the field.
- Liaise with external agencies in the interests of keeping people safe from harm.
- Promote outcome focused services so that people maximise their choices, preferences and goals.

**To support in discussions on future needs of religious orders, mobilise and monitor religious order contracts**

- To liaise in the early development of religious community's future needs and feedback to Chief Operating Officer.
- Prepare and present quarterly performance reports to the Order.
- Ensure services are regulated under the most appropriate criteria.
- Communicate to the Chief Operating Officer where there are need gaps and consider the design of new service provision.

**To lead services in all areas of quality and risk by surpassing national standards and deliver exceptional services**

- Undertake regular quality assurance audits in all services to ensure quality and compliance is exceptional.
- Ensure management reporting links with governance procedures so that when escalating concerns, there evidence is available via procedures.
- Attend Quality & Risk Committee meetings when requested and present service information to Trustees.
- Prepare and present quality and risk performance at deep dive 'spotlight' meetings at the request by the Chief Operating Officer.
- Manage the operational risk register with close attention to detail.
- Operational risk procedures are implemented immediately and rectified quickly.
- Undertake root cause analysis on all breaches so that learning occurs.

**Ensure responsive and effective economic delivery of services**

- Support Managers with their development of systems and processes for evaluating performance against contractual and regulatory requirements.
- Embed national practice standards into policies, procedure and practice.
- Support in developing, implementing and monitoring clinical governance across services.
- Review, monitor and address incidents, accidents and debriefing when events occur.
- Oversee all matters related to the Care Quality Commission.

- Develop, implement, and control sustainable budgets whilst monitor and take proactive action where needed to avoid negative budgets.
- Receive monthly reports from Service Managers on the performance of services against budgets.
- Organise regular monitoring on all service expenditure and income.
- Work to support the Finance Team in providing evidence for service uplifts, and lead negotiations and discussions.
- Configure new budgets for new services.

**Lead and promote exceptional workforce development for services**

- Ensure all mandatory learning is up to date, and services follow the Older Communities learning pathway.
- Maximise funding opportunities for all workforce development.
- Develop an Older Communities annual learning plan and work jointly with Organisational Development colleagues to Implement.
- Ensure all Service Managers receive one-to-one support every month to offer wellbeing support and monitor performance.
- Ensure all Service Managers receive annual performance reviews and Personal Development Plan.
- Promote performance management policies and procedures positively and actively utilise these when required.
- Promote practices that encourage reflection and build capacity within staff teams for self –evaluation.
- Take responsibility for your own continuous personal and professional development and agree a development plan with the Chief Operating Officer.
- Work with other Heads to develop cross functional learning and development.
- Attend forums, seminars and conferences relevant to service area.

**Make sure that the charity effectively deals with any serious incidents or concerns whether related to people who use the service or colleagues and effectively learn from these events**

- Keep abreast of the latest research and undertake any training necessary to maintain knowledge level.
- Assist in the development of research and publication of reports.
- Lead on investigations across the charity as requested services' disciplinary/grievance/safeguarding issues.
- Support and advise the investigator/ investigating team to ensure that incidents are investigated effectively, and that high quality reports of findings and actions are provided in a timely way.
- Provide regular reports to the Chief Operating Officer during investigation/s.
- Inform the Chief Operating Officer where there is a possibility of media attention or significant reputational risk from an incident/concern.
- Liaise with the People Team as and when required on all performance issues relating to services or colleagues.
- Monitor team cultures, wellbeing and morale across all services.
- Liaise with external professionals as required.

## Person Specification

- 5 years post registered manager responsibilities
- Sound knowledge of the regulatory landscape
- Experience of multi-site management
- An in depth and up to date knowledge of service provision and the relevant standards care/support needs of relevant groups
- Track record in leadership and management and achieving outcomes for people
- Demonstrable experience in transforming service delivery
- Strong belief in the rights of people who use services to lead and direct the services they use
- A proven track record of budgetary management
- Excellent oral and communication skills
- Able to make sound and difficult decisions
- Excellent relationship management and interpersonal skills
- Ability to think strategically
- Able to spot potential and develop it
- Able to network effectively across a variety of settings
- Able to negotiate sensitively with a diverse group of professionals
- A facilitative approach to leadership and management
- Able to work unsocial hours and weekends, as required
- Able to travel nationally as required
- Ability to produce strategic reports
- Ability to write successful tenders
- Leadership and management qualification at Level 6 or 7
- Degree in relevant field.
- Experience of service design modelling, mobilisation and implementation
- Experience of business planning