

Deputy CEO/Director of Services

Background Information

Introduction

This post is pivotal to the strategic and operational management of the organisation, providing leadership to the operations team as well as actively contributing to the strategic direction and organisational development, including through cover for colleagues and stepping in for the CEO where needed and appropriate. The role is part of a secondment cover for our current Dep CEO, and is fixed till 31 December 2023.

The role has oversight for ensuring that services are delivered and managed effectively to achieve outcomes for service users and meet the requisite performance indicators. This includes taking the lead for ensuring services operate within quality assurance frameworks and deliver on equality standards, and make improvements as needed. As such, it is the designated lead for EACH's clinical governance work.

Also key to the role is supporting service developments to meet emerging needs or identified gaps, including to support fundraising and business development activities. This entails supporting research and development of evidence based best practice.

The post holder will be a key part of EACH's Senior Leadership Team, and be located at our Ealing Head Office based at 84 Uxbridge Road, West Ealing, W13 8RA, though expected to work across all boroughs as services are both borough and area based. The post holder will be responsible for direct line management of staff – currently operational managers - as well as provide management support and leadership to other staff as needed.

About EACH

Organisational Profile

EACH is a voluntary sector organisation with 30 years' experience of providing specialist counselling and support services to individuals and family members affected by alcohol and drug misuse, domestic violence and mental health concerns.

We operate across West London (Brent, Ealing, Hounslow, Harrow and Hillingdon) as well as through outreach-based provision in Kingston-upon-Thames, Richmond, and Wandsworth, Merton, Barnet, Westminster & Chelsea to provide domestic abuse counselling and step down support (mental health). EACH provides a range of community based services, having developed specialist services to meet the needs of BAME communities who experience cultural and linguistic barriers to mainstream services.

Established in 1991, the organisation is recognised both locally and nationally for the innovative work it has pioneered in delivering alcohol and mental health services and therapeutic services in West London.

Our Services

London Borough of Brent

Brent is located in North-west London and is a borough that is culturally diverse with a significant ethnic population of approximately 57%. Information on the borough can be found on the www.brent.gov.uk website. EACH Brent is located within DesignWorks,

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providing advice, information, domestic violence counselling, Floating Support Services, Young person's substance misuse and mental health services, employment support and mental health counselling.

London Borough of Harrow

The borough is located in North-west London, bordering a number of other London boroughs - Ealing, Brent, Barnet, and Hillingdon – as well as the county of Hertfordshire. Harrow is a culturally diverse borough with an ethnic population. Information on the borough can be accessed on www.harrow.gov.uk

The core service in Harrow is housing related support (generis, substance misuse and Housing First), as well as employment support and domestic abuse counselling.

London Borough of Hillingdon

Hillingdon is the most westerly borough that is increasingly becoming diverse with population changes due to an influx of the Somali and Polish communities, in addition to a better established Asian community. Information on the borough can be accessed at www.hillingdon.gov.uk

EACH currently operates on an outreach basis, delivering adult services on mental health (Tamil community counselling and step down support), employment and domestic violence.

London Borough of Hounslow

Hounslow is located in West London and is a borough that is culturally diverse with a significant ethnic population, information on the borough can be found on www.hounslow.gov.uk. Our services are currently provided on an outreach basis and through satellite locations. The components of our core service in Hounslow are domestic violence counselling and specialist BAME IDVA, a user-led Mental Health Resource Service and employment support

London Borough of Ealing

Information on the borough can be found on www.ealing.gov.uk. Our services in Ealing are primarily housing related support, employment and domestic abuse (including for women with multiple needs) counselling. We also deliver a social enterprise (Life Therapies) from Ealing as well as training centre, including OCN accredited peer volunteering course.

The Management team consists of the Senior Leadership Team and Senior Management Team as below

Senior Leadership Team (SLT) comprises of the following staff:

- Chief Executive Officer
- Deputy Chief Executive Officer/Director of Services (under recruitment)
- Finance & Resources Director.

Senior Management Team (SMT) comprises of:

- Operations Managers x 2 (one role under recruitment)
- Services Managers x 2 (one role under recruitment)
- Fundraising and Business Development Manager (under recruitment)

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Partnership Working

EACH works in partnership with a number of other agencies and professionals to deliver services and develop new work. This post is expected to work closely with other colleagues and practitioners, other agencies and professionals, including senior health and social care professionals, service user and carers' groups and service providers. It represents EACH within funding networks and partnerships and help to identify areas for business development within the boroughs.