



JOB DESCRIPTION

Job Title	Deputy Chief Executive/Director of Services
Reports to	Chief Executive
Hours of work	37.5 hours per week
Location:	EACH's Ealing Centre, with work across the organisation and from our other centres
Contract:	Fixed term till 31 December 2023 (Secondment cover)

MAIN PURPOSE OF THE ROLE

- To actively ensure the effective planning, management and delivery of high quality and meaningful services across EACH
- Provide supervision, management, leadership and direction to the Senior Operational Team and relevant practitioners
- Lead on implementing and developing continuous service quality improvements through EACH's clinical governance framework and performance reviews
- To identify and realise opportunities for growth and lead on the development of services and new initiatives
- To represent and promote EACH's work with stakeholders and build effective partnerships with providers, commissioners and the wider community
- To actively contribute to the formulation and implementation of business strategies and plans and provide direction and leadership in a deputising role as required and as a member of the Senior Leadership Team

RESPONSIBILITIES BY FUNCTION

Management

- 1 Undertake strategy development for operations and services, including service modelling or remodelling as required
- 2 Ensure services are operating at optimum level and within allocated and appropriate resources
- 3 Provide leadership, effective line management support and performance review for designated staff, including through individual supervision and team meetings



- 4 Lead on processes that ensure effective operations and service delivery, e.g. standard operating procedures, quality audits, monitoring and reporting.
- 5 Undertake recruitment and induction of new staff as required and appropriate.
- 6 Be responsible for overseeing the setting up of new services and their effective mobilisation.
- 7 Develop, implement and maintain systems for effective team building, communication and regular sharing of good practice and joint planning.
- 8 Ensure contract performance monitoring and reporting requirements are met, including SLA/performance reports to funders and the Board.
- 9 Provide written reports and updates on work under remit of post, including to trustees and CEO.
- 10 Contribute to the development of EACH's annual reports, strategic plans and implementation across services and teams.

Service Development and Quality Assurance

- 1 Lead on development and delivery of EACH's clinical governance framework, ensuring compliance with its standards
- 2 Keep abreast of policy developments and identify gaps and emerging needs in services
- 3 Lead on identifying areas for service developments/innovation, including to support funding and to obtain new contracts.
- 4 Develop and have oversight of mobilisation and operational plans for implementation by operational team.
- 5 Liaise and collaborate with CEO and senior colleagues to maximise and contribute to fundraising and business development.
- 6 Lead on quality assurance matters to ensure practice development, service/carer involvement and that services are safe
- 7 Work closely with the CEO and senior colleagues to identify research and development opportunities to evaluate EACH's work
- 8 Lead on service reviews and develop requisite policies and procedures to meet the needs of the business and be involved in their implementation, including through staff training.



- 9 Establish KPIs and monitor the operational performance of services in accordance with them and take remedial action where required.
- 10 Contribute to development and effective implementation of organisational systems, practice and standards.
- 11 Have oversight of complaints and safeguarding registers, including effective response to them and their reporting in accordance with EACH's policies.

Promotion and Liaison

- 1 Develop opportunities for joint partnerships and collaborative working with statutory and voluntary agencies to further the aims of EACH.
- 2 Actively promote EACH's work, maintaining strong relationships with partners, voluntary, statutory and private sector agencies and beneficiaries
- 3 Attend and contribute to appropriate meetings, seminars and conferences to promote evidence-based practice and profile EACH's work.
- 4 Contribute to comms and social media content as required

Internal Relationships

- 1 Work closely with the Chief Executive and Senior Leadership Team to ensure effective governance and financial wellbeing of the organisation
- 2 Lead on the development and co-ordination of the Clinical Governance Subcommittee, including implementation of its annual work plan
- 3 Provide cover for colleagues as required
- 4 Build and maintain effective internal relationships with staff and services across the organisation.
- 5 Provide regular briefing papers and reports to the Chief Executive and Board of Trustees on specific areas of responsibility.
- 6 Work effectively and collegiately with Senior Management colleagues, staff and Board members to ensure that the corporate aims of the organisation are pursued and prioritised.

General



- 1 To uphold and integrate into practice EACH's commitment to equality, inclusivity, and anti-discriminatory practice and to challenge discriminatory practices and behaviour.
- 2 Commit to effective means of service user involvement and consultation, including co-production and co-delivery of services.
- 3 Maintain high standards of professional integrity and respect for others in all dealings with service users, colleagues, other professionals and members of the public.
- 4 Conduct all work within statutory responsibilities and within EACH's policies, procedures and professional guidelines.
- 5 Avoid any action or behaviour which may conflict with the work and services provided by EACH and which may bring the organisation into disrepute.
- 6 Develop and maintain up-to date knowledge and skills appropriate to the post and keep abreast of current research, publications and issues relevant to EACH's work.
- 7 Ensure continuous self-development, keeping abreast of up to date knowledge and issues as applicable to EACH's work.
- 8 Participate fully with agreed support structures for the post, including managerial supervision, training events, and contribute positively to team meetings, planning days and organisational events such as staff away days, fundraising.
- 9 Be self-sufficient with respect to general administration duties.

Job Description Review

From time to time, this job description will be reviewed in line with the requirements of the work and organisational development. The post holder will have full opportunity to discuss this and be active in any changes and developments.