

Job Description

Job title:	Director of Services
Directorate:	Services
Location:	Head Office
Accountable to:	CEO
Accountable for:	Heads of Services England, Head of Services Scotland, Head of Engagement and Social Care, Head of Clinical Information, EA for Director of Services.
Pay grade:	Director
Type:	Permanent

Values Framework

All staff are expected to know and understand the values of the organisation and uphold these values whilst at work.

- Together
- Focused
- Bold
- Personal

Overview of Role

Lead the delivery and continuous development of our Service Delivery Model and hold accountability for the organisation's impact. The role will ensure our services deliver clinical excellence, together with developing our veterans' journey within our service delivery team and achieving value for money. Focus on the management and development of our staff. Be the Nominated Individual responsible for meeting the requirements of the regulatory bodies in England, Scotland and Northern Ireland.

The individual will bring operational leadership expertise and experience to complement the expertise and experience of the Clinical Director. The role will ideally suit a people focused empathetic leader. The individual will have demonstrable experience of developing teams where staff feel trusted and empowered in their roles. A track record of strong internal collaboration and effective external partnerships will be key.

Key Responsibilities

Leadership & Collaboration

Lead staff across clinical and non-clinical management and direct healthcare roles, maintaining appropriate management to staff ratios, developing and maintaining our culture so that staff are trusted and empowered to deliver their roles. Manage the Directorate budgets and staff resources providing reports to the Executive Teams, Board as required.

The Services Director will be a member of the Executive Team, reporting to the CEO. The executive team has a membership consisting of the Services Director, Director of Resources, Director of Fundraising and Director of Communication and Information. The Clinical Director will have a standing invitation to attend the Executive Team Meetings when they deem it necessary to do so.

The Services Director will also be a member of the Operational Executive Team, reporting to the CEO, with a membership consisting of the Services Director and Clinical Director.

Develop and maintain our culture so that the veterans we support and their families are at the heart of everything we do.

Lead volunteers where they are delivering our services creating best practice processes and systems to ensure that volunteers are recruited trained and managed to deliver a safe service to serving personnel, veterans and their families.

Lead our co-production with serving personnel, veterans and families who access our services so that our services are designed and delivered with an understanding of military service and its impact on the lives of those we support throughout our Charity.

Service delivery

Lead and develop the Service Model, with insight from and sign off by the Clinical Director. Changes to the Service Model will also be signed off by the Clinical Director.

Within the Service Model, develop and deliver journeys for veterans and their families which are clinically excellent, accessible for veterans and their families to engage with and provide a sense of support throughout, including through transitions to other services, deliver value for money and be digitally enabled where suitable.

Lead the implementation of transformational projects which are Service Directorate focused, input to the implementation of transformational projects which are led by other Directors as required.

Lead the development and continuous improvement of Standard Operating Procedures (SOPs) for our service.

Hold lead accountability for the impact of our service.

Manage service delivery risk across our deliverable teams.

Partnerships

Develop operational partnerships with other organisations providing complementary services including: TRBL, FEC, NHS Op Courage Regions, smaller charities delivering wellbeing services.

Create and manage processes and systems to enable the transition of referrals to and from other organisations including transitions for veterans with severe or stage four mental health symptoms to NHS provision.

Manage Combat Stress's role as a sub-contractor within Op Courage services attending key meetings and lead staff delivering Combat stress services within Op Courage to ensure their sense of belonging to Combat Stress within Op Courage

Quality & Patient Safety

Lead the delivery of care to meet the clinical standards of the charity including the Quality of Care Strategy and Clinical Risk Management Strategy.

Fulfil the role of the nominated individual responsible for our services which are registered with CQC, CI Scotland and RQIA Northern Ireland and ensure that our services meet regulatory requirements.

Lead the investigation of serious incidents and complaints communicate with affected veterans and families, fulfilling our Duty of Candour.

Implement service changes to respond to serious incidents and accidents and complaint trends.

Other Duties

Undertake any other reasonable duties as may be required from time to time.

Risk Management

As an employee of the Charity, the postholder is required to be risk aware and readily able to identify risks faced in the course of day-to-day duties. Where a new risk is identified it is to be reported through the postholder's line manager.

[Date]

Signature of postholder

Print name

Date
