**Job Description**

**Job Title: Head of Care & Support**

**Reports to: Director of Care & Support**

The objective of this role is to oversee Quality, CQC Compliance, Care and Support contract compliance and service adherence to Organisational Key Performance Indicators.

**Overall Objectives**

* Quality – To develop a high quality service offer within Care and Support that supports continuous improvement, Risk management and adherence to health and Safety.

* Provide Leadership and Line management responsibility of Service Support managers by providing supervision, mentoring and direction to achieve compliance with contracts and CQC regulatory standards and maintain a high customer experience.
* Strategic Partnering – To lead complex partnership arrangements to ensure a strategic profile is attained and new business targets are met.
* Finance – To deliver budget targets and financial performance.

**Key Responsibilities**

1. To develop and implement effective policy and strategy on all matters related to the learning disability sector in partnership with the care directorates senior management team.
2. To take responsibility for the Safeguarding of customers
3. To collaborate with the Director of Care and Support to deliver growth plans in accordance with the Business Development Strategy incorporating financial sustainability and innovation into all projects and services.
4. To work collaboratively with the Care and Support senior management team to deliver cutting-edge services with high levels of compliance.
5. To collaborate with the Head of HR on workforce strategies, retention, resourcing and people management.
6. To provide excellent customer services, related to growth, innovation, quality and excellence within all aspects of business areas.
7. As part of the core functions of the role, deliver reports on commissioning, customer care services, risk management and promote local access, ownership and driving partnership working.
8. Work in collaboration with the Care and Support management team in the strategic outlook of the Care and Support function, ensuring services are appropriately targeted to deliver outcomes and value for money.
9. Promote Ability Housing’s core values, acting as a champion for social inclusion and wellbeing.
10. To drive significant cultural change in Care and Support services and with key partners in line with changes in the sector.
11. Demonstrate excellent financial acumen at all times, ensuring that direct reports construct and manage budgets effectively to maintain their financial viability and contribute to organisational overheads as required.
12. Successfully lead and motivate your direct reports to ensure the championing and maintenance of a positive culture across services.
13. Work with your direct reports to continuously improve staff competence, identify and develop talented staff to meet the organisations commitment to staff succession planning and management development.
14. Ensure that direct reports are delivering effective, professional and commercially focused briefings and supervision meetings with staff and that the communications flow up/down and across services is effective.
15. Deliver an out of hour’s on-call service for Direct reports when required.
16. Carry out other management duties commensurate with the designated role level, as may be deemed reasonable by Ability Housing.
17. Develop and maintain excellent internal management relationships with all other departments & functions, ensuring sharing of best practice and supporting initiatives to improve organisational performance.
18. Ensure Ability Housing Health and Safety policies are adhered to throughout the services and that staff are competent, suitably trained and supervised to fulfil their responsibilities towards Health and Safety protocols as is commensurate with their role

**Person Specification for Head of Care & Support**

**Essential**

* At least 5 years senior level experience of leading and developing Care and Support services
* Knowledge of CQC
* Line Management experience

**Desirable**

* Educated to degree level or equivalent.
* Holds relevant QCF level 5 or other business/management qualification.
* Other relevant professional memberships.

**Strengths**

* Customer Relationship Building/Management
* Leadership
* Contract compliance and Quality monitoring
* Verbal & Written Communication & Presentation
* Commerce & Finance
* Business Planning & Process
* Computer and Microsoft Literate

**Personal Attributes**

* A strong leader with excellent interpersonal skills
* Socially adept, networks widely, well connected in sector, influential
* Approachable, open & professional behaviour
* At ease in directing others, is assertive and independent minded, will challenge others, and skilled in resolving conflict
* Drives change, enjoys dynamic diverse environments and demonstrates entrepreneurialism, creativity and innovation
* Demonstrates significant confidence and high levels of self-esteem
* Is respectful, articulate and sensitive in style of communication
* Is passionate and enthusiastic about the business
* Is motivated towards excellence and improvement of personal performance with a can do attitude

**MAIN TERMS AND CONDITIONS**

Post: Head of Care & Support

Salary: Competitive Salary and ongoing Training & Development

Pension: SHPS DC Scheme

Car Policy: Casual User – a mileage allowance is payable for any business mileage incurred.

Annual Leave: 25 days

Hours of Work: 35 hours per week (exclusive of breaks).

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| A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. The above information may be helpful to applicants as a guide, but should not be treated as a substitute for a full contract of employment. |