

## JOB DESCRIPTION

Title:	<b>Head of Services</b>
Salary Scale:	NJC Point 35 (SCP Scale PO4): £38,890 per annum
Contract term:	Permanent
Hours:	37 hours per week, usually to be worked during normal office hours, with some occasional evening or weekend hours required. Part time hours can be considered, minimum 30 hours per week.
Accountable to:	The Chief Executive
Location:	Currently based at our office in Eastbourne, with remote working available. The post includes some travel within East Sussex.
Job Purpose:	To lead and develop Care for the Carers' direct services, with particular emphasis on: <ul style="list-style-type: none"><li>• Project Management</li><li>• Quality Assurance</li><li>• Safeguarding</li><li>• Deputising for the Chief Executive</li></ul>
Functional Relationships with:	Head of Communities, Head of Resources, Fundraising Manager, commissioners, funders, partners and colleagues.
Responsible for:	Line management of Services Manager – Adult Carers and Services Manager – Young Carers, and up to 3 other posts, Oversight of Carer Support Team.

### Key Responsibilities:

#### **Direct Support to Carers**

1. Provide effective leadership to the Carer Support team, overseeing all direct support services and supporting colleagues to deliver the best possible services to carers.
2. Provide regular reports, statistics and outcomes monitoring to the Chief Executive, Trustees, Funders and Commissioners.
3. Set targets to ensure the delivery of contracts, projects and the Strategic Plan.
4. Work with carers, stakeholders and colleagues to identify areas of unmet need and develop services in response to carers' needs, including contributing to fundraising activity.

5. Organisational lead for monitoring and evaluation – responsible for the database, and ensuring appropriate, meaningful and accurate data collection and analysis.
6. Responsible for the development and reporting of relevant Quality Standards.
7. Develop and maintain the Carer Support strategy and delivery model.

### **Organisational Management**

1. Develop and maintain effective internal practices to ensure the highest quality standards and efficiency across Care for the Carers' services.
2. Produce and implement strategy and policy to inform practice.
3. Lead management responsibility for Safeguarding policy, practice and development.
4. Assist the Chief Executive with service development, tenders and funding bids and all operational aspects of Care for the Carers' management.

### **General**

1. Take an active part in team meetings and management meetings.
2. Actively participate in own supervision and training.
3. Act at all times in accordance with Care for the Carers' policies and in a way that will ensure the reputation of the organisation is maintained.
4. Carry out all the above with an understanding of and commitment to Equality and Diversity.
5. Carry out any other duties commensurate with the level of the post, as agreed with the Chief Executive.

**This Job Description is intended to outline the main duties of the post and may change as the post and organisation develops.**

September 2021