

# **Head of Services & Quality**

## **Job Description**

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| <b>Job Title:</b>      | Head of Services and Quality                                                             |
| <b>Base:</b>           | EACH Head Office, Ealing, expected to work from EACH's centres and footprint as required |
| <b>Hours of work:</b>  | 37.5 hours per week                                                                      |
| <b>Accountable to:</b> | CEO                                                                                      |
| <b>Information:</b>    | <b>Permanent</b>                                                                         |

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### **Main Purpose**

To provide strategic and operational leadership across the organisation to ensure that EACH's services are of high-quality, safe and effective while ensuring they are rooted in organisational priorities, objectives and values.

### **Main Tasks and Responsibilities**

#### **1. Leadership, Management and Operational Oversight**

- Work closely with the Senior Leadership and Senior Management Teams to translate EACH's strategic aims and model into operational and service delivery frameworks and plans
- Provide operational reports, insight and support to develop and inform organisational developments and strategic decisions
- Provide operational leadership, management and oversight to ensure services meet agreed quality and clinical frameworks and achieve positive outcomes for service users
- Lead on and co-ordinate operational planning, reviews and adjustments to ensure safe, efficient and effective day-to-day operations
- Ensure operational delivery is aligned to EACH's specialisms in working with Black and Minority Ethnic communities through trauma-informed and culturally competent practice
- Provide line management, supervision and support to direct reports and other staff where required
- Support effective staff communications and help staff to adapt to organisational and service changes
- Work closely with central and Head Office functions/roles to ensure the smooth running of the organisation
- Chair and contribute to appropriate internal meetings, governance sub-groups and attend meetings with trustees as required

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### **2. Operational Quality and Effectiveness**

Strengthen and develop client pathways and processes into, through and out of support and ensure services adapt to achieve positive outcomes

Anticipate, Identify, monitor, and address operational risks and issues

Co-ordinate, analyse and evaluate data and information on performance and operational delivery

Plan and ensure effective operational mobilisation and implementation of services and initiatives

Strengthen and embed EACH's Standard Operating Procedures and operational policies, ensuring practice, processes and systems meet quality and clinical standards

Maintain operational performance dashboards and provide information, updates, communications and reports to senior staff, funders, trustees and other stakeholders adapted as required

Embed quality and clinical assurance framework into annual operational plan, including audits, evaluations, service user feedback and follow up to implement learning

Ensure operational delivery is responsive, person-centred and aligned to EACH's competency framework

Ensure service user and peer involvement is integral to the development and delivery of operations

Co-ordinate and ensure EACH's framework of staff support, communications and cross-team working is consistent and functional

Undertake recruitment, induction, training and continuous professional development of staff and volunteers as and when appropriate or required

Respond to issues of performance, health and safety, complaints and governance as appropriate and in conjunction with the relevant staff.

Monitor and ensure that services and staff comply with organisational policies and funder requirements

### **3. Development**

Help shape services and operational processes in response to changes in policy, evidence and needs of communities and service users

Support and steer the development of volunteering programmes and user involvement in the delivery of services and contribution to EACH's success

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- Identify and respond to opportunities for service growth, innovation and development to meet new and/or emerging needs
- Maintain an awareness of local, national and regional priorities and potential options that could be developed into new services or shape operational delivery and systems
- Support the development and operationalising of new initiatives and services that further EACH's aims, including in their funding and resourcing

#### **4. Stakeholders and Relationship Management**

- Manage, develop and maintain key internal and external relationships, including with funders, through forums, meetings and networks
- Actively promote EACH's ethos, services, learning and impact to a range of stakeholders, including to commissioners, members of the public and local partnerships
- Identify opportunities to raise EACH's profile and share best practice through various channels and means
- Identify and sustain effective partnerships and relationships with commissioners and funders of EACH's services and negotiate service agreements/contracts
- Attend and contribute to agreed local partnerships, meetings, seminars and conferences to promote the work, raise public awareness and EACH's profile

#### **5. General responsibilities**

- Participate effectively as a member of the Leadership Team and be available for staff and other meetings as required.
- Develop and maintain collaborative working relationships with colleagues within EACH and with partners
- Maintain information securely and within GDPR, Data Protection and as per EACH's policies and procedures.
- Work at all times to promote EACH's ethos and values and challenge discriminatory practices and behaviour
- Maintain high standards of professional integrity and respect for others in all dealings with service users, colleagues, other professionals and members of the public.

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- Maintain appropriate boundaries of confidentiality and professionalism with service users and colleagues internally and externally.
- Act in accordance with EACH's policies, procedures, guidelines and relevant codes of practice
- Avoid any action or behaviour which may conflict in any way with the work and services provided by EACH which may bring EACH into disrepute
- Develop and maintain a range of skills appropriate to the post and to keep up-to date with research, publications and issues in the field
- Engage in regular supervision and annual appraisals and ensure own continuous professional development.

**This job description provides a framework for the role, and it may be necessary for the role holder to undertake any duties appropriate to the post as might reasonably be required**