

Job pack

A large abstract graphic composed of several overlapping, diagonal bands of color. From top-left to bottom-right, the colors are: dark blue, bright blue, magenta, orange, lime green, and light blue. The bands are separated by thin white lines.

Head of Health Services

This pack contains the following sections:

- About the employer: Age UK Sutton
- How to apply
- Role description and person specification

About the employer: Age UK Sutton

Age UK Sutton (AUKS) is an independent, local charity with a turnover of around £1.2m. The charity is a brand partner of Age UK, and as such benefits from membership of a network of similar small independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

The charity delivers a mixture of 'on demand' services, commissioned services, social and community activities, and is increasingly involved in local influencing and strategy. Age UK Sutton is the lead partner for the older people's strand of the Sutton Plan, the local plan to develop services and improve life for all residents in Sutton. The charity works extensively in partnership with a wide range of other local charities, community groups, and statutory bodies including the NHS and the Council.

We are a small charity with 30 staff, some part-time, and a cohort of over 40 further workers delivering variable hours in our 'Help at Home' support services. The charity also has over 50 volunteers in a growing cohort.

Age UK Sutton enjoys an open and participative working environment. We work to our core values of being supportive, professional and person centred. These are reflected in the way we work with older people, with each other and with our partners. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Age UK Sutton strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. We are a flexible employer and pride ourselves on being a family and carer friendly workplace.

We are a founding signatory of the #ShowTheSalary campaign so we have pledged to always show the salary when we advertise roles, to help close the pay gaps that exist in the sector and give all candidates a more equal chance of a fair wage. We also encourage and welcome applications from non-graduates. If there are any reasonable qualifications required for the role we will clearly state this and explain why.

How to apply

To apply for the post of Head of Health Services, please send an email with your CV and a covering letter to workforus@ageuksutton.org.uk

Your covering letter should relate to the person specification for the role in order to give you the best opportunity to provide clear examples of your experience that demonstrate your skills and knowledge.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting Charlotte Grouns, Business Support Manager

workforus@ageuksutton.org.uk

Please note that CVs not accompanied by a covering letter will not be considered.

This role is being advertised on a rolling basis, meaning that if we find a suitable candidate before the final closing date, we may close this advertisement early. We will review applications as they are received and will invite suitable candidates to interview – you will be contacted to gather your availability should this apply.

We strive to make our recruitment process fully accessible to all applications and anyone who may require additional support or reasonable adjustments – see more [here](#). If you would like to discuss anything with us, including the opportunity for extra time to apply to this role, please contact Charlotte on 07577 130549 or workforus@ageuksutton.org.uk. This will not adversely affect your chances of being shortlisted or invited to interview.

Final closing date for applications: Sunday 12th May 2024

The Role:

Head of Health Services

Full time 37.5 hours per week, £36,500 - £37,000

Role Purpose

The Head of Health Services will deliver strategic and operational planning and provide operational leadership for three commissioned services delivered by Age UK Sutton.

This role is a fantastic opportunity to make an impact at a local level and ensure that older people's needs are recognised and met.

The purpose of this role is to:

- Take responsibility for leadership of Age UK Sutton's commissioned health services, currently including the Home From Hospital service, a Dementia Support service, Community Mental Health peer support and the Uplift Wellbeing services.
- Support the senior leadership team to manage and maintain relationships with commissioners and professionals in the wider health and social care system
- Ensure all service delivery requirements are met, and contribute to development and growth of current and new commissioned services
- Provide leadership to operational colleagues working in services that support people across the Borough of Sutton
- Help to shape the delivery of specialist services at a vital local charity, and to develop current and new activity to benefit older people in the London Borough of Sutton
- Embed and champion a person-centred approach where older people are supported to exercise choice and take control

As the role develops or Age UK Sutton takes on new commissions, the scope of the role may expand.

The post holder will need to:

- Use sophisticated interpersonal and influencing skills to build rapport with a wide range of stakeholders including commissioners, partner providers, senior health and social care professionals, operational staff, volunteers and service users / patients, and maintain Age UK Sutton's profile with these audiences
- Motivate and inspire a frontline staff team, using excellent communication skills, a strong understanding of key issues affecting older people, and familiarity with the commissioning environment
- Drive the strategy for the promotion and marketing of all services within the Health Services team
- Ensure the services are run to the contract KPI's for quality and delivery, overseeing data management and analysis to ensure compliance and insight that supports future development and demonstration of impact, taking a continuous improvement approach

Responsible to: Chief Operating Officer

Based at: Age UK Sutton's office - flexible working options and community and home based working are available.

Summary of Duties - Key Accountabilities & Deliverables

<p>Coordination and Management of service</p> <ul style="list-style-type: none"> - Manage staff and co-ordinate delivery of services within remit - Manage the pathway of referrals, triage and service delivery in line with contractual requirements - Responsible for the client journey within each service, including reviewing and creating printed materials with input from the service delivery team - Working with other Managers, ensuring good joined up internal referral pathways, clear communication and joint-working where possible - Understand and ensure the team is fully conversant with the Age UK Sutton CRM (Charitylog) and uses this effectively to record and manage casework and evidence of outcomes and impact of the service - Oversee use of Age UK Sutton procedures for assessment and recording outcomes using relevant outcome management tools. Ensure that these are effectively used to set goals, monitor progress, and gain insight into patterns of need - Ensure the team is knowledgeable about the local service offer in Sutton and effective in referring and signposting clients to other relevant services - Complete and maintain relevant risk assessments. Where required, scope / assess new venues for delivery of services - Ensure there is cover for gaps in service delivery (e.g. due to A/L or sickness), stepping into direct service delivery where needed - Induct volunteers and support team members in the supervision of volunteers - Support implementation of any organisation-wide operational changes - Regularly attend meetings with external professionals as necessary in relation to operational management and delivery of services -
<p>Quality and Insight</p> <ul style="list-style-type: none"> - Support the development of the assessment and outcomes framework, regularly reviewing the impact of the services through analysis of data from these - Produce quarterly KPI monitoring and evaluation reports for each contract as required to include data, case studies and insight on service delivery and opportunities - Produce quarterly insight reports delivered to the Board of Trustees at committee level. - Manage monthly data and insight for ongoing internal service monitoring, identifying and responding to changing patterns in access - Monitor compliance in record keeping around key areas - Continuously review and monitor the service with the aim of improving quality, flexibility, responsiveness and effectiveness, and to identify and respond to new opportunities
<p>Service Development</p> <ul style="list-style-type: none"> - Lead the development and delivery of commissioned health services in Age UK Sutton, including hospital discharge, mental health and dementia services.

- Work with the COO to conduct ongoing 'horizon scanning' of changes in national and local priorities and approaches to services, to maximise opportunities and identify upcoming challenges for older people
- Work with local partners to share best practice and develop opportunities to work together
- Develop strategic relationships at management level in local health and social care system, to gain insights and inroads to future opportunities and build service reputation and influence.
- Continuously gain feedback from the team in considering how the service can develop further, for example around reach, client journey and other areas.
- Work with CEO and COO to develop new service proposals, to develop the scope and impact of the Age UK Sutton Health team

Line management

- Monitor team performance against set targets
- Evaluate and manage overall team and individual performance and wellbeing
- Engage, motivate and inspire the team
- Run regular team meetings with content that promotes team cohesion as well as being informative and operationally useful
- Ensure communication and training of the Health services team is in line with contractual requirements and Age UK Sutton policies
- Encourage and provide opportunity for sharing of knowledge within the team and between colleagues within Age UK Sutton
- Take a person-centred approach to line management responsibilities
- Proactively identify opportunities for team members to stretch and use skills to develop them whilst benefiting the team / service / AUKS

Marketing and promotion

- Work with colleagues to market and promote Health service
- Work with colleagues to promote Age UK Sutton brand and services

Other

- Work with other service managers on internal projects to ensure continuous improvement in relation to service delivery and operational matters
- Attend internal leadership meetings, actively contributing to these
- Present at internal and external meetings as required
- Work as part of the wider Auks team to seek feedback and continually improve the services.
- Be a fully participating member of the AUKS team, working with colleagues to identify opportunities for innovation, efficiency, and improvement.
- Champion and demonstrate through action a commitment to the Vision and Mission of the charity, supporting and challenging others to do the same
- Attend staff meetings and regular line management, team and supervision meetings.
- Perform other duties in connection with the general work of Age UK Sutton when required
- To undertake any other duties within the competence of the post holder as may be required from time to time for the smooth running of AUKS

- To carry out the duties of the post in accordance with AUKS's policies and procedures including: Equality and Diversity, Health & Safety, Confidentiality, Complaints, Data security, Safeguarding Adults at Risk
- Participate in learning and development opportunities and take responsibility to identify your own learning needs
- Participate at Age UK Sutton events including occasional weekend and evening activity

Person Specification

Role Dimensions:		
Dimension:	Specification	
Coordination and Management (50% of role)	Proven track record of operational service management within Health and/or Social Care within the statutory, voluntary or private sector	
	Experience of providing and managing programmes offering individual and/or peer support services at each stage of the client pathway	
	Experience of developing person centred services with support pathways and processes to track the client journey and improve client outcomes	
	Proven track record of working on own initiative and monitoring and meeting targets, problem solving where required	
	Evidence of building and managing relationships with key stakeholders	
	Experience of strategic service leadership and development	
	Experience of working with or in hospital based and/or mental health services	
	Quality and Insight (20% of role)	Experience of working with data to monitor outcomes, data analysis, project evaluation and report writing
		Track record of working to quality standards and key performance indicators
Experience of providing insight and impact reports for future service development and monitoring		
Development and organisation (10% of role)	Experience of service development, marketing and promotion of services, ideally including implementation and launch of new services	
Line Management (20% of role)	Experience of leading a team of staff, enabling them to work effectively as individuals and as a group	

Other	Experience of problem solving and making decisions within role boundaries, and identifying and implementing changes that improve outcomes
	Experience of working as part of an integrated team, and demonstrable ability to work collaboratively with colleagues in different roles, reporting on progress and sharing insight
	A demonstrable personal commitment to the Mission, Vision and Values of Age UK Sutton
	Proficient in all Microsoft Office software to include Excel, Word, Powerpoint and experience of using client databases to manage casework