



Head of Service Care and Support

Department: C&S

Reports to: Director of C&S

Why

Main Purpose of the Job:

As a key member of the Senior Care and Support Management Team, the Head of Service will lead the planning and delivery of innovative, high-quality services that meet commissioners' requirements and appeal to the people we support. The role includes responsibility for operational delivery, financial performance, and compliance with internal and external quality standards. The Head of Service will also deputise for the Director of Care and Support when required, while working collaboratively to support organisational growth and change.

Key Accountabilities

Strategic Leadership

- Lead organisational projects and implement new systems to support the delivery of business objectives.
- Develop and manage services ensuring they meet our internal high standards, CQC and contractual requirements, taking corrective actions to address quality issues where required.
- Contribute to the growth and development of the Care & Support department, achieving and exceeding organisational targets.
- Report on performance and improvement actions at internal meetings and the Outward Board as required
- To represent Care and Support at Health and safety committee quarterly and attend other board meetings and committees as required

Service Management

- Ensure operational delivery meets high quality standards, managing reconfigurations, establishing new services, and supporting the withdrawal of unviable services.
- Oversee budgets for all services, providing advice and support to Area Managers to ensure sound financial management.
- Maintain up-to-date knowledge of best practices, regulations, and public policy frameworks, sharing insights with the management team.
- Promote a strengths-based approach in services that recognises and values the talents, ideas and abilities of the people supported.
- Ensure people we support are always treated with respect and courtesy and are involved in developing the services they receive

Stakeholder Engagement

- Build and maintain strong relationships with commissioners and other stakeholders, resolving issues and delivering creative solutions to challenges.
- Represent Outward as a CQC Registered Manager or Nominated Individual when required.

People Management

- Provide effective and motivational line management to Area Managers and other senior staff.
- Collaborate with HR to ensure high performance, retention, and recruitment of quality staff.
- Act as Chair for disciplinary, capability, grievance, and complaint appeal cases as required.

Quality and Compliance

- Monitor and address quality and performance issues, ensuring compliance with internal policies and external regulations.
- Carry out senior manager audits as spot checks as required
- Write and update departmental policies as needed to reflect current standards and practices.
- Participate in the senior on-call service to ensure management cover during evenings and weekends.

This job description does not reflect an exhaustive list of the requirements of the post. You are expected to undertake any other reasonable duties as decided by your line manager.

Person Specification (E- Essential, D – Desirable)	<p>Person Specification</p> <p>Qualifications:</p> <ul style="list-style-type: none"> • Strong understanding of the Care & Support sector, supported by professional qualifications or equivalent experience (E). • Post-graduate degree or diploma in a related field, such as Social Care, Leadership, or Healthcare Management. (D) • Registration with a professional body in a relevant discipline (e.g., social work, healthcare) (D) <p>Experience:</p> <ul style="list-style-type: none"> • Demonstrable experience managing high-quality services for vulnerable people (E). • Proven ability to lead successful change management programmes in a care environment (E). • Extensive experience managing budgets and financial performance (E). • Track record of engaging and working collaboratively with external stakeholders, including commissioners and regulators (E). • Experience in co-production, involving people supported and their families in designing and delivering services (D). • Ability to develop and execute strategies to address gaps in service provision (D) • Knowledge and experience in delivering environmental sustainability (D) <p>Skills and Knowledge:</p> <ul style="list-style-type: none"> • Strong knowledge of care regulations, funding mechanisms, and legal frameworks (E). • Excellent communication and interpersonal skills, including report writing (E). • IT literate, with proficiency in using Microsoft Office applications (E). • Ability to monitor and improve quality and performance across services (E). • Knowledge of trends and innovations in the care sector, including digital transformation initiatives (D) • A sharp commercial focus with the ability to balance financial sustainability and quality care (D) • Enthusiastic about assistive technology and driven to implement relevant aids and platforms (D) • Passionate about personalised home environments, functional spaces and high standards of accommodation for the people we support (D) • Knowledge and understanding of positive behaviour support (E) <p>Personal Attributes:</p> <ul style="list-style-type: none"> • Strategic thinker with the ability to respond effectively to risks and challenges (E). • Proactive and collaborative approach, with strong problem-solving skills (E). • Commitment to Outward’s values of engaging, enabling, and empowering people (E). <p>Other Requirements:</p> <ul style="list-style-type: none"> • Willingness to work out of hours, including evenings and weekends (E). • Ability to travel across multiple sites within a broad geographical area (E).
Context	<p>Environment:</p> <ul style="list-style-type: none"> • Hybrid working (office, services, and home). • Limited out-of-hours and weekend work as required. <p>Scope:</p> <ul style="list-style-type: none"> • Regular collaboration with external professionals and internal teams. • Frequent communication with commissioners, staff, and stakeholders.
	<p>Salary: £55,000.00 pa.</p> <p>Date JD reviewed: Dec 2024</p>
Our values	
<p>Engaging <i>We listen to what people say, we involve people, we are honest and open</i></p>	<p>We act responsibly We appreciate and respect individuals We are welcoming and inclusive</p>
<p>Enabling <i>We facilitate, we assist and we support to make things happen</i></p>	<p>We are committed, passionate and hard working We support people to make informed choices We build upon excellence</p>
<p>Empowering <i>We inspire and we encourage, supporting people to take control</i></p>	<p>We are flexible and creative We learn, question, challenge and reflect</p>
Safeguarding statement	
<p>Outward is committed to safeguarding and promoting the welfare of adults with a learning disability and other people we support who may be deemed vulnerable. Outward expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates.</p>	

Disability Confident

As an employer, who aspire to become Disability Confident Committed, we aim to ensure that a fair and proportionate number of disabled applicants that meet the minimum criteria for this position will be offered an interview. Please indicate clearly at the beginning of your supporting statement if you have a disability (as defined by the Equality Act 2010), and you wish to be considered for an Offer Of an Interview (OOI) Please note that the OOI is available to disabled candidates only. Regrettably, any false declaration of disability in order to secure an interview will impact on your overall application

ADVERT:

Job Title: Head of Service, Care & Support

Salary: £55,000 per annum

Contract: Permanent, Full-Time

Location: Hybrid working, based in Tottenham Hale, London, N17, with travel to services across London

About Outward

For almost 50 years, Outward has been a leading provider of high-quality support and care services to people with support needs in London. We are committed to empowering the people we support to live fulfilling lives and make positive choices. At the heart of everything we do are our core values: engaging, enabling, and empowering.

About the Role

We are seeking an experienced and visionary **Head of Service, Care & Support** to join our senior management team. This new pivotal role involves leading the operational delivery and growth of our Care & Support services, ensuring they are innovative, flexible, and of the highest quality.

The successful candidate will work closely with the Director of Care and Support to implement strategic objectives, manage stakeholder relationships, and oversee compliance with internal and external quality standards. You will also lead on organisational change, financial performance, and the development of services to meet the needs of the people we support.

If you are passionate about transforming lives of people with a learning disability or autism and have a proven track record in managing care services, this role offers an exciting opportunity to make a real difference.

Key Responsibilities

- Lead the planning, delivery, and evaluation of high-quality services across Care & Support.
- Oversee budgets, ensuring sound financial performance and value for money.
- Build and maintain strong relationships with commissioners and other stakeholders.
- Develop and manage teams, fostering a culture of excellence and continuous improvement.
- Monitor quality and compliance, addressing any issues proactively.
- Provide effective line management to Area Managers and other senior staff.
- Support organisational growth by identifying and delivering new business opportunities.

Full JD is available on request.

Requirements:

Essential (E):

- Right to work in the UK.
- Ability to commute to the Outward office (N17) five days a week, if required.
- Proven experience managing high-quality services for vulnerable people.
- Extensive knowledge of care regulations, funding mechanisms, and legal frameworks.
- Strong leadership skills, with a track record of successful change management.
- Exceptional communication and interpersonal skills, including report writing.
- Demonstrable financial management skills, including budgeting and service pricing.

Desirable (D):

- Professional qualifications in care, management, or a related field.
- Post-graduate degree or diploma in a related field, such as Social Care, Leadership, or Healthcare Management.
- Registration with a professional body in a relevant discipline (e.g., social work, healthcare).
- Experience in co-production, involving people supported and their families in designing and delivering services.
- Ability to secure grant funding or develop successful proposals for projects.
- Knowledge of trends and innovations in the care sector, including digital transformation initiatives.
- Ability to develop and execute strategies to address gaps in service provision.
- A sharp commercial focus with the ability to balance financial sustainability and quality care.

Benefits

We value our staff and offer a comprehensive benefits package, including:

- 25 days annual leave (plus Bank Holidays)
- Comprehensive Learning & Development Programme
- Cycle-to-Work Scheme
- Eye care Vouchers
- Pension Scheme and Death in Service Benefit
- Employee Assistance Programme (Health Assured)
- Purchase Additional Annual Leave
- Refer-a-Friend Scheme

How to Apply

If you're ready to take on this exciting leadership role and have the skills and experience we're looking for, please send us your CV and a covering letter. In your covering letter, outline your motivation for applying, how your skills align with the role, and highlight relevant achievements.

Closing Date: 13th January 2025

We reserve the right to close the vacancy early if we receive sufficient applications, so apply early!

Outward is committed to equal opportunities and welcomes applications from all sections of the community. We are proud to be working towards Disability Confident Committed status.

Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward.

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