**Job Description and Person Specification**

**Job Title: Deputy Chief Officer/Integrated Care Lead**

**Reports to:** Chief Executive Officer

**Hours:** Part-time (24 hours pw) to be worked flexibly

**Salary** £36,876 (SCP 34)

**Location:** Office base will be Exeter with COVID safe home working as

required

**Contract term:** Permanent Contract

**Period of Notice** One month

**Context:**

Our vision is of a fully informed, accessible and inclusive society in which every individual has the choice and opportunity to achieve their full potential and take part as an equal and valued citizen. We strive to be user-led in all that we do, enabling disabled and Deaf people to influence and manage our full range of operations.

**Job Profile:**

We are seeking an inspirational leader who will drive stakeholder engagement and partnerships through innovation and creativity to increase impact and reach. Key demonstrable skills and experience include:

* Ability to influence and build strong business relationships through networking
* Experience of creating strategic goals and communicating these to others to gain buy-in organisation wide.

This post would suit an ambitious individual looking to take their success and personal growth to the next level or a more experienced senior level leader looking for an opportunity to create and develop a meaningful legacy with high social impact. You will be:

* Working closely with the CEO, Senior Management Team and Trustees to execute the organisational strategy, raise brand awareness and drive stakeholder engagement
* Directly managing the delivery of projects and services
* Increasing organisational impact though providing a conduit between the strategic leadership and operational management functions of the organisation
* Deputising for the Chief Executive Officer

**Organisational Structure**

Chief Executive Officer (25 h**pw**)

Finance Manager

(32 hpw)

Deputy Chief Executive/

Advocacy and Safeguarding Lead

(25 hpw)

**Deputy Chief Executive/ Integrated Care Lead**

**(25 hpw)**

Research, Impact and Performance Manager

Engagement Services,

Time To Talk,

Options for Living Project,

Waiting List Support services,

Data Protection Lead.

FinanceOfficer

Marketing Lead, Fundraising Lead,

Charity Hub Lead,

LOD Advocacy Mgr, SMT Administrator,

Executive PA,

Health and Safety and Governance Lead

CMSW,

Deaf Led Services,

Deaf Get Active and Volunteer,

Access Auditing.

Devon Advocacy Consortium,

SPOC team

Counselling,

Victim Support Services**,** Safeguarding lead.

**Key objectives:**

* To provide strategic leadership in the development of Living Options Devon as an integrated and essential part of Devon’s integrated Health and Social Care system.
* To execute the organisational strategy, raise brand awareness and drive high level stakeholder engagement
* Directly manage the delivery of LOD’s services to deliver agreed outcomes
* Data Protection Lead
* To deputise for the Chief Executive Officer

**Key Tasks**

**1 Strategic Leadership**

To support the CEO in establishing and delivering the organisation’s vision and values and ensuring its priorities are user-led. In particular to lead the organisation’s aspiration to become an integrated and essential part of Devon’s new Integrated Care System.

To work effectively with the CEO, Deputy CEO (Advocacy and Safeguarding Lead) and Finance Manager, ensuring they receive appropriate advice and information on all matters relevant to the discharge of its service / project delivery responsibilities and new business opportunities.

In conjunction with the CEO, Deputy CEO (Advocacy and Safeguarding Lead) and Finance Manager, to develop policy proposals for Board discussion to enable informed decisions to be taken in relation to service user involvement and ULO governance, leadership, management and staffing.

To act as the conduit between operational delivery and strategic developments to support the on-going sustainability of the Charity.

To deputise for the CEO to develop positive relationships with key stakeholders at national, regional and local level including Commissioners, providers, funders and other influencers.

To work closely with the CEO to identify shared research and development opportunities to enable and expand new service delivery through creativity and innovation

To lead UK GDPR compliance requirements in accordance with Living Options’ Devon’s digital strategy.

**2 Operational Delivery**

To provide strategic leadership across Devon’s newly formed Integrated Health and Social care system to develop our new and existing services so Living Options Devon is positioned as a truly integrated and essential part of the health and social care delivery options.

To ensure the effective and user-led delivery of projects and services, ensuring they meet budgetary and legal requirements for the benefit of disabled and Deaf people.

To ensure organisational performance is measured against annual plans, targets and budgets, reporting progress to the Board.

To provide organisational-wide leadership for Data Protection issues across LOD. To act as the first point of call for any Data Protection enquiries and reporting to the Information Commission (ICO) as necessary, arranging regular training to staff and ensuring this is included in new employee inductions.

**3 Quality Improvement**

To ensure all services are developed, managed and evaluated in accordance with internal and external Quality Frameworks, using the relevant specifications, tools and legislation, in collaboration with the Research, Evaluation and Performance Management Lead, Charity Hub Manager and Project Leads as appropriate.

In close liaison with our Disability and Access champions, to promote user involvement in the planning, delivery and review of all activity within the organisation by ensuring appropriate user involvement is at the core of all activity.

**4 Other duties**

To attend Trustee board meetings and present reports as requested by the CEO.

To chair and/or participate in CCG, DCC, Torbay Council, Plymouth CC, other external stakeholders, project lead, staff and team and other meetings as required.

To attend appropriate training courses as identified.

To lead and participate in regular work appraisals and any other support systems as appropriate.

**NB** The above list is indicative and not exhaustive. The post-holder is expected to carry out all such additional duties as are reasonably commensurate with the role.

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| --- | --- | --- |
| **Person Specification** | **Essential** | **Desirable** |
| **Knowledge and Qualifications** | | |
| Educated to degree level or equivalent experience. |  |  |
| Proven understanding of Health and Social Care and associated systems (housing etc) |  |  |
| Excellent understanding of developing and implementing organisational strategy |  |  |
| Proven understanding of the needs of people across a range of vulnerable and protected groups |  |  |
| Excellent working knowledge of statutory and voluntary services |  |  |
| Ability to travel across the South West |  |  |
| Demonstrable knowledge and understanding of disability related policy issues |  |  |
| Understanding of Data Protection, confidentiality and safeguarding issues |  |  |
| Computer literate with knowledge of Word, Excel, Outlook and use of internet |  |  |
| Clear understanding of the role and potential of volunteers |  |  |
| Experience of working with the media, making presentations, public speaking |  |  |
| Excellent communication skills, both written and verbal. |  |  |
| Working knowledge of risk assessments |  |  |
| Understanding the importance of user-led services |  |  |
| Professional qualification in health and social care (registered nurse, AHP, Social Worker etc) |  |  |
| Strategic and/or Operational Management qualification (MSC, MBA etc.) |  |  |
| **Experience** | | |
| Previous experience of working within complex, large scale Health and Social Care systems |  |  |
| Previous experience of working at strategic management level to affect long term cultural change |  |  |
| Previous experience of provision of services and/or support for disabled and Deaf people |  |  |
| Experience of sub-contracting, performance management and contract monitoring |  |  |
| Project management experience (planning, delivery, evaluation) |  |  |
| Previous experience of successful outcome based Project Management/leadership |  |  |
| Experience of successful partnership/consortium working |  |  |
| Experience of working with people with complex problems and empowering people |  |  |
| Experience of managing own caseloads and prioritising needs |  |  |
| Previous experience of delivering Data Protection training and support to others |  |  |
| Commissioning experience |  |  |
| Tender and bid writing experience |  |  |
| **Skills** | | |
| Strategic thinker |  |  |
| Strong problem solving skills |  |  |
| Excellent interpersonal and communication skills with service users, professionals and others |  |  |
| Ability to communicate at senior levels with public sector policy leads |  |  |
| Excellent time management skills |  |  |
| Ability to work under pressure and to meet tight time deadlines |  |  |
| Ability to obtain and process financial data and prepare timely, succinct financial reports |  |  |
| Excellent writing and reporting skills |  |  |
| Good creativity and innovation skills |  |  |
| Effective organisational skills |  |  |
| **Other** | | |
| Ability to create excellent working relationships with senior colleagues, board members, service users, employees and third party organisations. |  |  |
| Commitment to LODs values and policies |  |  |
| Willingness to act as a team player but motivated when working alone |  |  |
| Flexible and co-operative attitude to work routine including willingness to work additional hours to meet service needs |  |  |
| Personal experience of disability or Deafness |  |  |