

## The Role

Job title:	Depute Alliance Director
Hours:	36.25, fulltime
Salary grade point:	49 to 53 (£48,012 to £52,612)
Responsible to:	Alliance Director
Location:	Glasgow, Edinburgh (office available)
Holidays:	30 days, plus 10 days public holiday and 2 wellbeing days
Contract length:	Open-ended contract, subject to funding

## Purpose of job

An experienced manager and exemplar of values-led leadership, this role will lead the Support Coordination Team at Future Pathways, a service that makes life better for the people we support, enabling people to gain a sense of hope purpose, confidence and independence.

Informed by evidence and ambitious on behalf of the people we work with, this role will drive the continued development and innovation of Future Pathways. The post holder will provide effective support to the Quality Improvement Manager and 6 Practice Learning Managers, who each supervise teams of up to 8 Support Coordinators.

We are the first service of its kind; this role will play a key role in building a legacy of learning about how relational support enables better outcomes and promoting others to be more aware of and responsive to the needs of people with lived experience of abuse and neglect in the Scottish care system.

## Responsibilities and Tasks

### 1. Service Delivery

- To ensure activities are in line with Alliance Principles and meet legal, practice and statutory requirements (E.g., GPDR, BACP, Care Inspectorate); to lead the ongoing review of practice to meet and exceed standards.
- Reporting to the Alliance Manager on relevant or requested issues and presenting written and verbal reports with analysis and recommendations.
- To lead regular reviews of service accessibility and capacity, ensuring associated plans and actions are implemented as agreed with the Delivery Team / Alliance Leadership Team.
- To lead quality assurance, continuous improvement and learning within Future Pathways.
- To participate in and contribute to the resolution of dissatisfaction and complaints, supporting Practice Learning Managers and Support Coordinators to do the same.
- To take a lead role, together with the Alliance Manager and Health in Mind HR Manager, to ensure the health safety and wellbeing of Future Pathways' staff by ensuring that good people management practices are in place.
- To maintain an overview of the changing external environment and the issues which might affect service development in the longer term.
- To ensure high quality, up to date information is available through operational performance reports, assessing quality of work and to identify areas of improvement including a planned programme of quality reviews, driven by Future Pathways Quality Framework.
- To review, research and develop organisational policies, procedures and guidance, disseminating and influencing best practice.

### 2. People Management

- To demonstrate commitment to empowering colleagues and collaboration
- To line manage Practice Learning Managers (5) who each support a team of Support Coordinators, the Quality Improvement Manager. As Future Pathways develops, responsibilities may change so a flexible approach is required.
- To lead staff in a way that ensures a collective, consistent and collegiate approach.
- Manage key stakeholder relationships, exploring potential for collaborative working to benefit people registered with Future Pathways, in alignment with service objectives.

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## Responsibilities and Tasks (continued)

### 3. Resource Management

- To ensure the effective planning, resourcing and delivery of service which are responsive to the needs of people registered with Future Pathways and stakeholders.
- To assess and make budget decisions on Discretionary Fund Applications that are more than £1,000 and less than £3,000 in alignment with associated policies and procedures.
- To work with the Alliance Manager to set, manage, monitor and forecast budgets.
- To ensure effective use of Quality Assurance Framework, Carista and support Practice Learning Managers to demonstrate high quality, effective support.
- Analyse the effectiveness and impact of services and strive for continual improvement including support and contribution to monitoring and evaluation.
- To monitor and evaluate service and quality standards.

### 4. Managing Risk

- To ensure implementation of Health and Safety Policies and Procedures and work with Health in Mind Business Support Manager to develop and ensure implementation of appropriate health and safety practices and risk management.
- To ensure at least 1 Practice Learning Manager is available to support and advise Support Coordinators during service hours.
- To advise and support appropriate risk enablement in context of complex circumstances.

### 5. Other

- To demonstrate and promote the values and principles of Health in Mind and the In Care Survivors Alliance, ensuring alignment with strategic objectives.
- To uphold the SSSC Codes of Practice
- To promote equal opportunities in the workplace and in all aspects of service delivery To undertake other duties as may reasonably be required by the post.

## Support, Supervision and Development

The Depute Alliance Director will be supervised by the Alliance Director in accordance with organisational policies and procedures. Attendance is expected at team meetings, evaluation and learning days and training events. Clinical supervision will be provided by Glasgow Psychological Trauma Service. (also known as the Anchor).

## Additional Information

An enhanced disclosure check and membership of the PVG Scheme is required for this post. Future Pathways is a national initiative and requires some travel and a flexible working pattern. Regular, but not continuous, attendance at Edinburgh and Glasgow offices is required.

## Person Specification

### Qualifications and Attainment

#### Essential

- Good educational attainment with a relevant qualification, e.g., Health and Social Care, Social Work or equivalent at a minimum of SVQ4 and preferably to a degree level
- Management qualification (in place or working towards)

#### Desirable

- Educated to graduate level or equivalent

### Substantial Knowledge

#### Essential

- Understanding of recovery, personal outcomes and person-centred support
- Practical understanding and experience of using and developing quality review tools and associated improvement plans
- In-depth knowledge of the impact of childhood abuse and neglect
- Knowledge of how time in institutional care during childhood may impact someone
- Evidence of identifying and promoting good practice when providing support to vulnerable people with complex mental health issues.
- Knowledge and understanding of the context of the In Care Survivors Alliance in Scotland, including the work of statutory authorities, public bodies and strategies
- Knowledge and understanding of mental health and health/social care in context of Future Pathways' work
- Numerate and literate with high levels of accuracy as you will be required to regularly produce letters and reports, statistical reports on KPIs
- Familiar with software packages such as Microsoft Office 365 or similar

#### Desirable

- Formal training in reflective practice and/ or facilitation. For example, values based reflective practice, pastoral supervision or similar.
- Knowledge of statutory and voluntary service networks relevant to adults who experienced childhood abuse in care

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## Person Specification (continued)

### Experience and Skills

#### Essential

Able to evidence competence through experience in the following areas:

- Strategic thinking and problem-solving skills, focusing on process and outcomes
- Driving and influencing change, confidently reporting to and communicating with senior and executive colleagues in a senior management environment.
- Conveying and receiving complex messages, verbally, non-verbally and written in a positive and effective way to different audiences, which includes people who experienced childhood trauma / abuse in institutional settings as well as senior decision makers.
- Managing, developing, facilitating, building effective teams including using coaching skills
- Identifying, researching, analysing and resolving problems to make effective decisions
- Assessing and analysing relevant information on service delivery, including information held in databases.
- Creativity and innovation – formulating new ideas, or adapting using existing ideas in a new or unexpected way
- Professionalism in your work, including completing tasks and showing commitment and enthusiasm in doing so
- Managing the performance and development of individuals
- Leading service and continuous improvement planning
- Effective negotiation and influence, gaining support and buy-in from others within a multi-stakeholder environment, focusing attention on critical priorities, working to agreed timelines and adjusting where necessary
- Effective partnership working
- Experience of using Microsoft Office or similar, including good word processing skills for reports, basic excel use to produce spreadsheets and monitor budgets; able to produce presentations
- Experience of inputting to and reporting from a database
- Experience of successful service development

## Person Specification (continued)

### Behaviours and Personal Qualities

#### Essential

- Evidence of establishing and sustaining effective partnerships with people, staff, services and stakeholders across different sectors.
- Fit with Health in Mind values – respect; realising potential; compassion; integrity; inclusion and In Care Alliance principles.
- Action / solution focused approach to work
- Self-aware and aware of impact on others
- Able to work in a reflective and consultative way to improve own practice/ approach
- Resilient and able to cope with the pressure and demands of the role
- Flexible and able to adapt to the culture of the organisation
- Projects a positive image of Future Pathways and Health in Mind at all times
- Keeps manager informed about progress and challenges
- Is an active member of the Future Pathways and wider In Care Alliance team, contributing ideas for improvements and developments, inviting opinions of others
- Is willing to reflect on work practice and be open to constructive feedback
- Takes responsibility for managing own work life balance