

**Recruitment Pack**

**Head of Services**

**March 2019**

*“The only kind of dignity which is genuine, is that which is not diminished by the indifference of others.”*

Dag Hammarskjold

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**ABOUT US**

In South Ayrshire, there are more than 2500 people diagnosed with dementia.

South Ayrshire Dementia Support Association (SADSA) is a charitable organisation providing specialised day care for those diagnosed with dementia, seven days each week.

We strive to continuously provide quality care, in a friendly environment, getting to know our clients and appreciate their needs and likes – including dietary requirements and we also support indoor and outdoor activities for fun and stimulation.

SADSA also provides support for our clients’ carers and families, through carers’ meetings, through information sharing and through making time to share concerns and fears about loved ones.

SADSA Day Care facilities allow our clients to be themselves, and to share in activities, meals and fun while carers can continue to earn income, pursue their education or, simply gain time for themselves, knowing that their loved one is in a safe, caring and stimulating environment.

Our Charity works in support of clients referred to us by the local authority and in direct response to requests for care by private individuals and their families.

**Sector Experience**

The provision of individually tailored, quality service is what matters to us at SADSA.

Every one of our clients is unique and we understand that a new or different environment can be difficult for all involved. We are delighted to invite clients and carers/families to share afternoon tea with us, chat about our service and support important decisions about day care to be made in comfort and without stress.

We work with each client and their loved ones to create personalised care plans, from habits to the important personal preferences, to ensure the best care possible.

This is important too to each member of our team, offering 3:1 care ratio and you can trust that we treat everyone with the upmost dignity and respect, offering individual care and active stimulation.

SADSA provides expert services in two day care centres located in Ayr and Prestwick under the management of the Day Centres Manager who is also a trained Nurse. Our friendly environment offers clients, carers and families’ peace of mind and reassuring support in safe and relaxing surroundings.

Family and loved ones are vital when it comes to creating a pleasant experience in our day centres and are very welcome to enjoy regular events and activities organised throughout the year.

**JOB DESCRIPTION**

Head of Services: JOB PROFILE

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| **Role:** | **Head of Services** |
| **Reports to:** | **The Board of Trustees** |
| **Salary:** | **Circa £35,000 open to negotiation dependant on experience and expertise.** |
| **Hours:** | **Full time. However, the Company will consider applications to work flexibly.** |
| **Annual leave:** | **25 days plus public holidays** |

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| **Principal Aim:** |
| To deliver, through appropriate plans and in accordance with agreed policies and protocols, the vision, mission and objectives of SADSA. To ensure that the charity is well administered and meets its governance responsibilities and to enhance the charity’s impact and profile locally, regionally and nationally. |

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| **What you will do:** | |
| The following gives an indication of the principle duties and responsibilities that the post may involve. The exact nature of these duties and responsibilities may change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required. | |
| 1 | **Leading and managing the Organisation;**   * Work with the Board to ensure that a long-term strategy is in place, which can guide the Organisation in achieving its objectives and meets the needs of a small charity with big ambitions. * Lead the implementation of the strategy as defined by the Board, including reviewing progress against the plan and setting appropriate targets. * Develop operating policies to ensure programmes and activities are implemented effectively. * Ensure the organisation remains responsive to the needs of small charities and trustees and can demonstrate the value of the services provided and the impact of its work. * Oversight of budgets as agreed by the Board ensuring that income is maintained and expenditure is controlled in line with budgets and that potential risks are identified and managed. * Define and secure the resources (human, material and financial) needed to operate effectively. * Lead, manage and support the staff team to maximise their personal contributions. * Direct line management responsibility for – Care Manager, Finance Assistant and Administration Assistant. * Ensure that the charity has the appropriate policies, procedures, systems and processes in place and that they are being implemented. * Identify risks to the organisation and ensure appropriate strategies are in place to manage those risks. |
| 2 | **Promotion of the Charity;**   * Maintain effective networks and relationships with principle supporters, partners and stakeholders. * Seek opportunities to expand and promote the role of the charity. * Ensure the charity is presented in an appropriate and professional manner to stakeholders. * Represent the charity in public forums such as speaking at conferences and attending sector policy forums. Responsible for implementation of Communications Plan. * Maintain effective relationships and networks with principal supporters, partners and stakeholders. * Maintaining and developing relationships with relevant Local Government departments and regulators and with other significant decision-makers. * Represent the charity in the press and public appearances when required. |
| 3 | **Working with the Board;**   * Ensure appropriate presentation and reporting on the progress of the organisation and on all matters relevant to the discharge of SADSA’s responsibilities. * As agreed with the Chair, develop policy proposals for Board discussion and decision. * Provide in a timely and appropriate manner information that will assist the Board in carrying out its responsibilities. * Support the Chair in ensuring the continued engagement/involvement of all members of the Board. * Lead the development of systems for reviewing the composition and performance of the Board and its Committees. * Ensure an annual calendar of meetings of the Board and its principal subcommittees. |

**PERSON SPECIFICATION**

PERSON SPECIFICATION

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| **Key Areas** | **Essential** | **Desirable** |
| Education & Qualifications | Education standard to Degree level in relevant Business or Health and Social Care related discipline. | Working at a relevant Masters level qualification.  Possible qualification linked to the voluntary sector |
| Technical Skills  Training | Good financial management skills- evidence of leading and managing a budget  Ability to develop appropriate partnerships and diversification to secure growth    Project management knowledge and skills.    Excellent communication skills; able to articulate and present ideas in clear coherent way both oral and written.    Business development skills – ability to promote SADSA services.    Good computer skills | Evidence of continual learning/professional  Development  Knowledge of change management/implementation in order to facilitate change and quality improvement. |
| Experience  knowledge | Experience in policy development, research and advocacy.  Knowledge of voluntary sector in terms of high level policy decisions, structures and influences through government, NGOs small charities and local community organisations.  Experience of presenting complex, sensitive or contentious information to groups, including staff, and use a variety of motivational techniques to overcome resistance to change.    Proven work record demonstrating high level of responsibility.    Evidence of managing and motivating staff  Minimum 5-10 years working experience. | Have worked with or alongside a small charity.    Knowledge of Health and Social Care policy issues and priorities and wider public policy and developments.  An understanding of the Dementia and public health policy environment.  At least 3 years working with the voluntary sector. |
| Qualities  Strengths  Skills | Credibility and an ability to build relationships and influence high-level contacts within the sector.    Ability to manage income budget whilst meeting goals for the organisation and within cost constraints.    High level organisational delivery skills |  |
| Attitude  Approach | To be positive, proactive and to work as a team member of SADSA  To show flexibility and example as part of the professional management team.  Demonstrable willingness to be hands on when necessary.    Proven skills at delegating appropriately |  |
| Other | Flexibility and a willingness to work evenings from time to time. |  |

**TERMS AND CONDITIONS**

Head of Services

SUMMARY OF TERMS AND CONDITIONS OF SERVICE

* You will report directly to the Board.
* Hours per week: It is anticipated that this role would be full time (35 hours a week) however flexible working patterns will be considered and a flexi-time system is in operation**.**
* On occasion you may be asked to work evenings or weekends.
* Remuneration: Commensurate with salary and experience.
* Your salary will be paid monthly on the 24th of each month.
* SADSA operate an enhanced sick pay scheme.
* Your normal place of work will be 2 Eglington Terrace, Ayr, KA7 1JJ. You may from time to time be required to work at other locations as SADSA reasonably requires.
* Holidays: the holiday year operates from 1st April to 31st March. Your basic annual leave entitlement is 25 days plus public holidays. This will be pro-rated for part time staff.
* Probation: there will be a probationary period of 6 months.
* Pension: SADSA operate a pension scheme for all employees which complies with the government legislation for auto enrolment. You will be automatically enrolled subject to qualification into the pension scheme.
* You will be required to undergo a PVG check as part of the recruitment process.

**DISCLOSURE INFORMATION**

MEMBERSHIP TO THE PROTECTING VULNERABLE GROUPS SCHEME

The post that you are applying for involves a high degree of contact with vulnerable adults and/or children. If you are successfully appointed to the post you will be required to complete the application form to join the Protecting of Vulnerable Groups (PVG) Scheme.

The PVG Scheme is managed and delivered by Disclosure Scotland which, as an executive agency of Scottish Government, will take on additional responsibilities. This will include taking decisions, on behalf of Scottish Ministers, about who should be barred from working with vulnerable groups.

Once you have joined the PVG Scheme your membership records will be automatically updated and if any new vetting information arises this can be accessed by the employer by asking for a Scheme Record Update.

This Scheme has been introduced to help employers in the recruitment process to ensure that the people SADSA support are not put at risk.

If you are successful at interview the PVG Application Form will be sent to Disclosure Scotland for processing.

If you have any queries about this process, please contact Laura Mackay at Law At Work (contact details below).

You can also find out more information about this Scheme on the Disclosure Scotland website: [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk)

**THE APPLICATION PROCESS AND KEY DATES**

Please forward your CV and Covering Letter by post or email to:

**POST**

Ms Laura Mackay

HR Advisor

Law At Work

Kintyre House

West George Street

Glasgow

G2 2LW

**EMAIL AND TELEPHONE**

recruitment@lawatwork.co.uk

**KEY DATES**

The closing date for applications is **noon 30th April 2019**. Applications will be assessed against the person specification for the role.

Interviews will take place on **17th May 2019.**

**ANY QUESTIONS OR REQUIRE ADJUSTMENTS?**

If you have any questions about the role or application process, or if you have a disability and require any adjustments to our recruitment procedures, please contact Laura Mackay on the email address above or on 0141 271 5555.