



DEPUTY HEAD OF CARE

Department:	Care
Job title:	Deputy Head of Care
Reports to:	Director of Care Services
Based at:	Home-based
Salary:	£45,000

Job Summary

The Deputy Head of Care will hold national responsibility for the operational management of identified Care Projects, driving their development and implementation.

The post holder will be responsible for line management of the Family Support Managers of the Kentown Programme, the development of new locality projects, the ongoing development of Advanced Practitioner roles and other key projects as identified by the Director of Care Services, and will deputise for the Head of Care as required.

The Deputy Head of Care will live the Rainbow Trust Children's Charity Values and effectively communicate with service users, colleagues and healthcare professionals.

Rainbow Trust Children's Charity enables families who have a child with a life-threatening or terminal illness to make the most of time together, providing expert, practical and emotional support, where they need it for as long as it is needed.



Areas of Responsibility (specific to role)

- Oversee the day-to-day management of existing and the development of new locality Kentown Project Teams
- Support the development of Advanced Practitioner roles and oversee their ongoing professional development, aligning this with strategic development needs
- Provide management and supervision of Family Support Workers holding online caseloads only
- Plan and manage the on-call rota for Family Support Managers
- Contribute to and own Care Policies and Procedures, ensuring all services comply with current health & social care legislation and regulatory standards
- Oversee identified Care budgets to ensure services are provided cost effectively and efficiently
- Use management information and Care data reports to monitor performance, identify areas for development and report regularly against KPIs internally and to collaborative partners and funders
- Support the implementation of new national guidance and policy directives as part of the Care Leadership Team
- Network and liaise with collaborative partners to ensure opportunities for service development are explored and planned to align with strategic objectives
- Maintain a comprehensive awareness of related services operating nationally to guide decision making about service delivery and development
- Compile and deliver regional and national reports/information for Care or project boards
- Support the development and oversee the implementation of operating systems to inform service development and refinement that are accessible and meet the needs of families supported by Rainbow Trust
- Deputise for the Head of Care as required
- Ensure that all duties are carried out within Rainbow Trust policies and procedures

General Responsibilities

Leadership and Strategy

- Provide expert guidance and direction for staff, volunteers and interns
- Demonstrate clear understanding of strategic development needs for Care alongside operational demands as a member of the Care Leadership Team
- Professionally represent the department and the charity internally and externally
- Proactively participate in line management supervision, non-managerial supervision and all appropriate training
- Commit to Performance Management Process and develop stretching objectives to meet business plan
- Take responsibility for own professional development
- Demonstrate Rainbow Trust's values and model the defined leadership qualities

Operational and Project Planning

- Establish clear lines of responsibility and accountability ensuring that all staff can maximise their potential while building a culture of trust, high morale and excellent teamwork
- Develop an annual work programme for area of responsibility that aligns to the Rainbow Trust Business Plan, monitoring project and work programme progress and reporting on any variance
- Work collaboratively with Care and project teams to identify development needs and under-performance, taking appropriate actions to support improvement or follow the performance management process
- Develop project plans to support work programme activity that identify key milestones, success criteria and resource requirements
- Take proactive and individual responsibility for agreed objectives and targets
- Organise own time, manage resources effectively and use initiative
- Operate in compliance with best practice and corporate policy

Working with Customers and Service Delivery

- Maintain effective relationships with stakeholders including families, referrers, partners and statutory, private and other voluntary agencies
- Work within Rainbow Trust Children's Charity safeguarding policy
- Deliver outstanding services to both supporters and colleagues to professional standards and corporate guidelines
- Conduct timely investigation of any complaints received to the team from supporters, suppliers or any other external or internal contacts referring up any of a serious nature

Developing, Maintaining Systems and Procedures

- Ensure that data relevant to areas of responsibility and activity is adequately and safely recorded and stored in line with GDPR
- Ensure the management of systems and processes comply the organisation's data protection obligations, charity law and other legal requirements
- Provide management information, audit outcomes and relevant data to support service evaluation processes
- Contribute to wider data collection and audit processes across Care
- Operate in compliance with relevant legislation, best practice and corporate policy
- Effectively use care database and suite of MSOffice products to keep team records current, complete and accurate
- Utilise and interrogate data to monitor progress towards professional objectives
- Complete regular data cleaning exercises
- Comply with the telematics policy to ensure safe driving

People Management and Development

- Recruit and retain high performing staff to support service delivery and objectives including effective supervision, and provide relevant development opportunities
- Effectively manage the Family Support Managers and contribute towards a positive atmosphere and high levels of morale
- Oversee the professional development of the Advanced Practitioners in collaboration with the Team Managers
- Recognise and value the contribution of volunteers and interns
- Lead and champion the implementation of business improvement and people development initiatives including Buddying, PI and SBI processes

Team Working and Collaboration

- Contribute professional knowledge and expertise to teams and department development, service delivery, monitoring and evaluation
- Coordinate and lead regular team meetings to support the effective management of a dispersed workforce
- Collaborate effectively with colleagues in all teams to deliver on priorities and objectives to ensure delivery of a high-quality service
- Act as a source of knowledge and expertise to colleagues
- Proactively participate in team meetings and away days as well as staff conference
- Contribute to team building initiatives and activities including SBI and the annual staff conference
- Proactively participate in Care Leadership Team meetings

Special Conditions

- Out of office work will be required so that the organisation is able to deliver on its commitments to its stakeholders
- Flexible working working to support evenings and weekends will be required from time to time
- UK wide travel across all regions will be required.
- All staff have a responsibility to maintain an up to date knowledge and awareness of issues surrounding the safeguarding of children, through the completion of the relevant training at a level commensurate with their role.
- All staff must adhere to Rainbow Trust's safeguarding policies and procedures.
- Full driver's license required
- The list of responsibilities outlined above is not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager
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PERSON SPECIFICATION

Deputy Head of Care



SUPPORTING FAMILIES
WITH A SERIOUSLY ILL CHILD

ESSENTIAL

DESIRABLE

Experience

(Previous roles,
types of organisations)

- Professional experience of working with children and families
- Working regularly within a community environment
- Providing services in a health, social care, youth or education setting
- Previous senior management position
- Leadership of safeguarding children and vulnerable adults
- Experience of recruitment and people management

- Volunteer management
- Working in a role which requires understanding of grief, loss and bereavement issues
- Working within a children's charity/ SME
- Ownership of strategic planning

Special Competencies

(Specific job-related skills
knowledge understanding)

- Excellent communicator – both verbal and written
- Strong networking skills
- Strong MS Office knowledge
- Commitment to working in partnership with children, young people and families

- Understanding the impact on family dynamics of having a child/young person with a life threatening or terminal illness

Disposition

(Influence over others,
dependability, self-reliance)

- Poised and convincing communicator – quickly connecting with others and stimulating them into action
- Firm, goal-oriented yet motivational leadership style - working cooperatively with people to complete tasks
- Multi-tasker with a sense of urgency for goal achievement whilst maintaining accuracy of details
- Effective delegator with accountable follow up on timeliness and quality
- Enthusiastic and persuasive motivator
- Strong sense of drive, controlling tasks from conception to completion
- Ability to learn quickly and thoroughly and adapt to change

PERSON SPECIFICATION

Deputy Head of Care

ESSENTIAL

DESIRABLE

Thinking Style

(Practical, conceptual, innovative, traditional, change orientated)

- Collaborative and inclusive
- Timely decision maker within authorised boundaries and in response to varied activities and changing conditions
- People oriented
- Practical and results focussed

Attainments

(Academic & prof qualifications & training)

- Educated to at least A level/or equivalent
- Recognised education, health or social care qualification
- Recognised management qualification (NVQ4 or equivalent experience)
- Qualification in education, health or social care

Motivation

(Ambition, money, security)

- Bringing out the best in others
- Being part of a successful management team
- Completing tasks quickly and correctly where everyday is different

Circumstances

(Mobility, special demands of job, unsocial hours)

- Full current driver's licence
- Commitment to own continuing professional development
- Flexible hours, to accommodate team and family need
- Ability to recognise personal and professional stress and to access appropriate support