

## JOB DESCRIPTION

- Title of Post:** Head of Service - Living Options
- Location:** Belfast (office) (regional services)
- Accountable To:** Director of Operations
- Responsible For:** The quality assurance, governance, control and development of Cedar's Residential and Supported Living Services

### **DUTIES**

#### **1. Customer**

- To be a champion of person centred practice and user involvement in the development and delivery of services
- To ensure that standards relating to regulation, legislation, policy and best practice are maintained to evidence the delivery of services that exceed all stakeholder expectations
- To ensure all services are subject to regular audit and implement required corrective action to ensure quality objectives are met
- To maintain effective relationships with the wider statutory and voluntary sector at both a formal and informal level, eg., ARC special interest groups
- To participate in the Cedar's On-Call Management Service.

#### **2 Financial**

- To maintain effective governance including risk management and financial stewardship in line with best practice.
- To effect monthly review of key cost areas to ensure that efficiency objectives are met.
- To ensure staffing levels and costs are kept within annual budget levels.
- To take corrective action to address problem areas and negative trends.
- To ensure that funding/revenue resources for each project comply with service requirements.

#### **3 Internal Processes**

- To manage the universal service delivery process and core support processes to deliver key performance results and policy and strategy
- To ensure compliance with the Cedar Foundation's ISO 9001 2015 quality management system
- To provide regular, timely reports against objectives within Living Options' Scorecard
- To undertake self assessment as required by RQIA/QAF

- To ensure systematic monitoring of all health and safety issues, to include risk assessment and reporting on complaints, untoward incidents and accidents
- To establish benchmarking activity to enable comparative analysis and identification of potential areas for improvement

#### **4 Organisational Learning and Growth**

- To participate in the development and implementation of the Cedar Foundation objectives/strategies and initiatives for business growth and development
- To develop staff within Living Options to meet the standards required by NISCC, RQIA, Supporting People and Cedar's status as an IiP Champion
- To influence key policy makers by developing services that are innovative and exemplars of best practice for disabled people.
- To contribute to the annual Business Planning and Strategic Planning Process
- To participate in Learning and Development planning for sustaining key competencies required for the post

## PERSON SPECIFICATION

<b>Title of Post:</b>	Head of Service - Living Options
<b>Location:</b>	Belfast (multi-site working to be agreed)
<b>Hours:</b>	37 Hours Per week
<b>Annual Leave:</b>	25 Days per annum
<b>Contract:</b>	Permanent
<b>Salary:</b>	£41,025 - £44,757 (Incremental Scale)

### **Essential:**

- Have a relevant third level qualification and 4 years' relevant management experience
- Experience of managing a budget of no less than £300K per annum
- Being resilient when working under pressure
- Be able to demonstrate knowledge of and expertise in:
  - Meeting the needs of people with a disability, their families and carers
  - People Management & Development
  - Being well organised and capable of meeting deadlines (multi-tasking)
  - Strong skills in Resource & Budget Management
  - Business planning, Leadership and Good Governance
  - Innovation & Continuous Improvement
  - Relevant Legislation & Policy
- Be literate in use of Windows Applications/Email/Internet
- Have a full current driving license and access to a car. Consideration will be given to alternative travelling proposals for applicants who cannot hold a driving license due to disability

### **Desirable:**

- Health and Social Care experience / qualification
- Experience of working with people with complex challenging needs and promoting positive behavioral support
- Knowledge of ASCOT and a 'results outcome based' approach

**Closing Date:** 19<sup>th</sup> May 2017 4pm

**Interview:** Interviews will be held on Tuesday 30<sup>th</sup> May 2017

**THE CEDAR FOUNDATION IS AN EQUAL OPPORTUNITIES EMPLOYER  
THE CEDAR FOUNDATION HAS A NO SMOKING POLICY  
ALL STAFF MUST COMPLY WITH THIS POLICY**

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**This Job Description is a general outline of the post as it is currently perceived by The Cedar Foundation. The Post Holder will be expected to contribute further to the determination of the content and specific objectives relating to the post. These will be contained within an Annual Balanced Scorecard, which will be agreed with the Post Holder and related to specific work activities aligned to the organisation's Balanced Scorecard. These activities will therefore be subject to change in detail and emphasis in the light of experience.**