

Job pack

A large abstract graphic composed of several overlapping, diagonal bands of color. From top-left to bottom-right, the colors are dark blue, bright blue, magenta, orange, lime green, and light blue. The bands are separated by thin white lines.

Head of Integrated Health Services

This pack contains the following sections:

- About the employer: Age UK Sutton
- How to apply
- Role description and person specification

About the employer: Age UK Sutton

Age UK Sutton (AUKS) is an independent, local charity with a turnover of just over £1.2m. The charity is a brand partner of Age UK, and as such benefits from membership of a network of similar small independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

The charity delivers a mixture of 'on demand' services, commissioned services, social and community activities, and is increasingly involved in local influencing and strategy. Age UK Sutton is the lead partner for the older people's strand of the Sutton Plan, the local plan to develop services and improve life for all residents in Sutton. The charity works extensively in partnership with a wide range of other local charities, community groups, and statutory bodies including the NHS and the Council.

We are a small charity with just over 30 staff, some part-time, and a cohort of over 50 further workers delivering variable hours in our 'Help at Home' support services. The charity also has over 100 volunteers. Age UK Sutton enjoys an open and participative working environment. We work to our core values of being supportive, professional and person centred. These are reflected in the way we work with older people, with each other and with our partners. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Age UK Sutton strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. We are a flexible employer and pride ourselves on being a family and carer friendly workplace.

We are also a founding signatory of the #ShowTheSalary campaign so we have pledged to always show the salary when we advertise roles, to help close the pay gaps that exist in the sector and give all candidates a more equal chance of a fair wage. We also encourage and welcome applications from non-graduates. If there are any reasonable qualifications required for the role we will clearly state this and explain why.

How to apply

Candidates are invited to submit a CV, accompanied by a supporting statement detailing how they meet the person specification.

Candidates are advised to structure their supporting statement in line with the points in the person specification, and to provide clear examples of their experience that demonstrate their skills and knowledge.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting Charlotte Butcher, Business Support Officer:

charlotte.butcher@ageuksutton.org.uk

07577 130549

Please note that CVs not accompanied by a supporting statement will not be considered.

Closing date for applications: Midnight Sunday 23rd May 2021

The Role:

Head of Integrated (Health) Services

Full time 37.5 hours per week, £30,000 - £32,500

Role Purpose

The Head of Integrated (Health) Services will support the Services Director with strategic and operational planning and provide operational leadership for three commissioned services delivered by Age UK Sutton.

In a period where health and social care services are evolving, and in the context of the introduction of the Integrated Care Systems across Sutton, this new role is a fantastic opportunity to make an impact at a local level, and ensure that older people's needs are recognised and met.

The purpose of this role is to:

- Take responsibility for leadership of the Age UK Sutton's commissioned health services, currently including Home From Hospital, Sutton Uplift (a mental health and wellbeing commission), and our new Community Mental Health peer support service.
- Support the senior leadership team to manage and maintain relationships with commissioners
- Ensure all service delivery requirements are met, and contribute to development and growth of current and new commissioned services
- Provide leadership to operational colleagues working in services that support people across the Borough of Sutton
- Help to shape the delivery of specialist services at a vital local charity, and to develop current and new activity to benefit older people in the London Borough of Sutton
- Embed and champion a person-centred approach where older people are supported to exercise choice and take control

As the role develops or Age UK Sutton takes on new commissions, the scope of the role may expand.

The post holder will need to:

- Use sophisticated interpersonal and influencing skills to build rapport with a wide range of stakeholders including commissioners, partner providers, operational staff, volunteers and service users / patients, and maintain Age UK Sutton's profile with these audiences
- Motivate and inspire a frontline staff team, using excellent communication skills, a strong understanding of key issues affecting older people, and familiarity with the commissioning environment
- Take the lead for promotion and marketing of all services within the Integrated Health team
- Ensure the services are run to the contract KPI's for quality and delivery, overseeing data management and analysis to ensure compliance and insight that supports future development and demonstration of impact, taking a continuous improvement approach

Responsible to: Services Director

Based at: Age UK Sutton’s office - flexible working options and community and home based working are available.

Summary of Duties - Key Accountabilities & Deliverables

<p>Coordination and Management of service</p> <ul style="list-style-type: none"> - Manage staff and co-ordinate delivery of community based practical support for the various health contracts - Manage the pathway of referrals, triage and service delivery in line with contractual requirements - Working with other Heads of Service, ensure the client pathway is operating fully to ensure person centred care is offered to all clients - Understand and ensure the team is fully conversant with the Age UK Sutton CRM (Charitylog) and uses this effectively to record and manage casework - Oversee use of Age UK Sutton’s proprietary Person Centred Assessment Tool and wellbeing outcome management tools (LEAF7), and ensure that this is effectively used to set goals, monitor progress, and gain insight into patterns of need - Ensure the team is connecting referrals to the menu of Age UK Sutton and wider community services - Oversee risk assessment to ensure staff and volunteers are working in a safe environment
<p>Quality and Insight</p> <ul style="list-style-type: none"> - Support the development of the PCAT assessment tool and regularly review the impact of our work through evaluation of the results from the PCAT assessment - Produce quarterly KPI monitoring and evaluation reports for each contract as required to include data, case studies and insight on service delivery and opportunities - Manage monthly data and insight for ongoing internal service monitoring, identifying and responding to changing patterns in access - Continuously review and monitor the service with the aim of improving quality, flexibility, responsiveness and effectiveness, and to identify and respond to new opportunities
<p>Service Development</p> <ul style="list-style-type: none"> - Lead the development and delivery of commissioned health services for older (50+) residents of Sutton, including hospital discharge, mental health and wellbeing services, and new commissions as they develop - Work with the Services Director to conduct ongoing ‘horizon scanning’ of changes in national and local priorities and approaches to services, to maximise opportunities and identify upcoming challenges for older people

<ul style="list-style-type: none"> - Work with local partners to share best practice and develop opportunities to work together - Work with CEO and Services Director to develop new service proposals, to develop the scope and impact of the Integrated Health team
<p>Line management</p> <ul style="list-style-type: none"> - Monitor individual and team KPI's and performance against set targets - Evaluate and manage overall team and individual performance - Engage, motivate and inspire the team - Ensure communication and training of the Integrated Health services team is in line with contractual requirements and Age UK Sutton policies
<p>Marketing and promotion</p> <ul style="list-style-type: none"> - Work with colleagues to market and promote service
<p>Other</p> <ul style="list-style-type: none"> - Attend staff meetings, supervision and development meetings - Proactively support service delivery across the organisation - Participate at Age UK Sutton events [some evening and weekend commitment may be required] - Demonstrate excellent time management and prioritisation - Participate in training/education that is relevant to the post - Work with Age UK Sutton policies on Equality, Health & Safety, Confidentiality Data Protection, and others - Undertake other general duties as may be deemed necessary by Age UK Sutton

- *This role profile is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, values, competencies, accountabilities and dimensions for the role. As such, this role profile does not describe any individual role holder.*
- *This role profile is subject to review at the discretion of the AUKS.*

Person Specification

Role Dimensions:		
Dimension:	Specification	Essential/ Desirable
Coordination and Management (50% of role)	Proven track record of operational service management within Health and/or Social Care within the statutory, voluntary or private sector	E
	Experience of providing and managing programmes offering individual and/or peer support services at each stage of the client pathway	E
	Experience of developing person centred services with support pathways and processes to track the client journey and improve client outcomes	D
	Proven track record of working on own initiative and monitoring and meeting targets, problem solving where required	E
	Evidence of building and managing relationships with key stakeholders	E
	Experience of strategic service leadership and development	D
	Experience of working with or in hospital based and/or mental health services	D
Quality and Insight (20% of role)	Experience of working with data to monitor outcomes, data analysis, project evaluation and report writing	E
	Track record of working to quality standards and key performance indicators	E
	Experience of providing insight and impact reports for future service development and monitoring	D
Development and organisation (10% of role)	Experience of service development, marketing and promotion of services, ideally including implementation and launch of new services	D
Line Management (20% of role)	Experience of leading a team of staff, enabling them to work effectively as individuals and as a group	E
Other	Experience of problem solving and making decisions within role boundaries, and identifying and implementing changes that improve outcomes	E
	Experience of working as part of an integrated team, and demonstrable ability to work collaboratively with colleagues in different roles, reporting on progress and sharing insight	E
	A demonstrable personal commitment to the Mission, Vision and Values of Age UK Sutton	E

	Proficient in all Microsoft Office software to include Excel, Word, Powerpoint and experience of using client databases to manage casework	E
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