

Job Title:	Head of Client Service & Professional Lead (Health & Therapy)
Contract:	Permanent
Salary:	£38,500 (equivalent NHS Band 7)
Hours:	35 hours per week - full time or part time job share Hours to be worked flexibly as required including some evening and weekend cover
Accountable to:	Chief Executive
Accountable for:	Community Service Manager, Hospital & Groups Lead, independent therapists, activity leaders
Based at:	Newick initially with mobile/remote and home-working and regular travel to East and West Sussex service venues

This post is subject to enhanced Disclosure and Barring Service clearance.

Job Summary

Provide professional, clinical and day to day leadership of Headway Sussex Client Services and family carer support focusing on health and therapies. Set standards of policy, practice and service and ensure compliance with legal and funder requirements.

Liaise with expert practitioners across health, social care, neurotherapy, reablement and wellbeing services. Actively develop dynamic working partnerships and networks. Coordinate the Headway training programme and client and carer education.

Shape health and wellbeing promotion and specialist activity elements of the Headway service. Work with the management team to embed the Living Well Programme in town communities. Lead on health, therapy, reablement and support planning, responding directly to clients, carers, staff, case managers and external practitioners.

Manage services within budget, reporting on quality, performance, feedback and client and carer outcomes. Contribute to development of strategy and business planning as a key member of the leadership team. Actively support use of digital media and technology in all Headway services.

Client Service Leadership

1. Lead the Headway client service to reflect the changing needs of clients and carers and to respond to increasing levels of referral and demand. Achieve a viable service model of individual one-to-one and group activities.
2. Lead an assessment and evidence-based health and wellbeing support plan process. Promote a consistently person-centred, best practice approach based on regular support plan and outcome reviews.
3. Manage and develop Headway therapy and specialist activities online and face to face working with preferred partner providers including Physiotherapy, OT, SALT, Counsellors, Personal Trainers. Ensure the highest possible standards of service quality.
4. Ensure the latest practice in understanding and rehabilitation of brain injured clients is communicated to the Headway Team and incorporated in working practice.
5. As organisation Safeguarding Lead, audit safeguarding practice including assessing individual client risk in line with Sussex Safeguarding Adults' policy.
6. Ensure the Community Service Manager and operational programme and service leads are aware of workplace safeguarding requirements and follow policy and procedure.
7. Be the duty manager for Headway by rotation and as otherwise required.
8. Ensure client and carer views shape decision-making and delivery. Embed use of social media and digital technology in service promotion and delivery, client communications and for encouraging and recording feedback.

Clinical and Education

1. Be the main source of clinical expertise and advice on neurological rehabilitation for the Headway team. Advise on all aspects of rehabilitation and reablement, therapy, mobility, assistive technology and exercise programmes.
2. Liaise with practitioners from other disciplines, statutory, voluntary and private agencies and family carers, friends and relatives as partners in achieving optimum intervention for the client. Set out and agree service specifications and agreements with preferred partners.
3. Regularly review client goals and progress through reassessment and outcome evaluation. Adjust programmes, communicate changes and refer on to other agencies.

4. Set up and maintain effective therapeutic relationships for clients and carers, ensure provision of clear advice and support on rehabilitation programmes and use of prescribed equipment.
5. Make recommendations on manual handling equipment and techniques. Ensure Headway has equipment and accessible fit for purpose environments for safe service delivery. Advise on improvements to maximise client access.
6. Coordinate, chair and participate in case reviews, meetings and conferences with the wider team and across other agencies.
7. As Headway Practice Educator take the lead in providing clinical placements and supervise students in line with Health Education guidelines. Organise induction and provide supervision and support to ensure students achieve learning outcomes.
8. Coordinate the Headway staff and volunteer training plan to cover mandatory and bespoke training via a range of media and resources, formal and informal. Work with the Chief Executive to recruit, upskill and develop a high calibre combined staff and volunteer team to deliver business objectives.
9. Liaise across the organisation to maximise benefit of all T&D opportunities. Support training of other practitioners in the field. Share skills across the organisation and more widely with multi-professional teams.
10. Organise training and education courses for clients and carers. Develop opportunities to raise awareness and promote better understanding of brain injury and therapy services to improve client support and care.
11. Represent and help position the organisation as a trusted specialist provider of reablement and support. Maintain an influential role on Sussex-wide forums and networks. Lead on organising health-led events including with the CE on a Headway/ABI conference with partners and sponsors.
12. Lead specific areas of organisation-wide service delivery and partnerships as a key member of the Leadership Team:- Counselling Service, Mental Wellbeing, Assistive Technology and Carer service liaison.
13. Undertake audits, service reviews and research activity and prepare reports to meet governance and commissioner requirements.
14. Initiate and lead service change and continuous improvement. Implement Headway strategy and annual business plan objectives in areas of client and carer service delivery.
15. Make links with provider services to extend work with the NHS and Adult Social Care and inform plans, shape policy, practice and find contract opportunities.
16. Proactively promote the Headway service to potential user groups.

Staff Management

1. Line-manage direct report staff, foster team-spirit and actively support integrated working between staff and volunteers. Organise staff and volunteer induction emphasising standards expected.
2. Demonstrate professional leadership and positively influence practice to reflect the vision, values and standards of Headway.
3. Manage and develop staff to work at their optimum potential. Organise reflective practice to support individual staff, volunteers and teams. Focus teams on responding to client need in a professional and caring manner.
4. Ensure staff receive supervision, annual appraisal and personal development reviews which promote learning and development. Set realistic, achievable performance targets. Monitor and adjust targets in liaison with staff.
5. Contribute to development of a Staff Wellbeing Programme. Organise reflective practice, mentoring, coaching and shadowing for Headway staff.

Quality and Risk

1. Ensure Headway delivers high quality therapy and reablement services and that client and carer feedback is a routine part of service delivery. Organise monitoring surveys for specific service review, outcome and evaluation.
2. Set out Headway Policy and Procedures to deliver legally compliant, person-centred practice. Coordinate quality assurance checks working closely with the management team to achieve and maintain agreed quality standards, continuous improvement and accreditation for Headway.
3. Identify operational risks and feed these into the organisational Risk Register. Take management action to mitigate risk to ensure safe practice and avoid escalation. Report on incidents and follow up required action.
4. Initiate and set out risk assessments. Manage actions to maintain a safe working environment and service. Report on quality of service and risk management to the Headway Standards and Compliance Committee.
5. Oversee external audits and inspections related to Client Services to meet practice and commissioning requirements.

Professional

1. Adhere to the professional code of conduct of the relevant professional body and keep up to date with relevant publications and changes in policy.
2. Be responsible for maintaining and improving own professional competence, knowledge and skills through training. Maintain a CPD portfolio in line with requirements of the Health and Care Professional Council (HCPC).

3. Monitor DHSC, NHS, local authority and Headway UK policy changes in own leadership areas.
4. Increase own professional competence, knowledge and skills to contribute to a high standard of service delivery.
5. Maintain a well organised, professional work environment to reflect a caring-efficient and business-like charity.
6. Report to the Trustee Board and other Governance Committees as requested by the Chief Executive.

Head of Client Service & Professional Lead – Person Specification

Professional Qualifications & Education	Essential	Desirable
HCPC registered clinician from one of the following disciplines:- Physiotherapy, Occupational Therapy, Speech and Language Therapy	✓	
Holds an additional relevant professional qualification/accredited training in higher education, diploma or degree level such as in Leadership/Management		✓
Experience of working with/clinical/therapeutic understanding of neurological conditions/ABI	✓	
Evidence of commitment to continuing professional development	✓	
Experience, Skills, Knowledge required	Essential	Desirable
Significant experience of staff and service management/development in an organisation involved with advice or support for people with disabilities	✓	
Service development experience	✓	
Knowledge of the health or social care sector - primary, hospital, community care, commissioning and the voluntary and community sector, including social enterprise		✓
Sound understanding of needs of people with a disability, Headway purpose and enthusiasm to support independence and wellbeing of people living with ABI	✓	
Appreciation of the challenges of charities and organisations such as a CIC, CIO, SME or similar constitution, including those supporting vulnerable people	✓	
Approachable with active listening skills, empathetic and fully embraces principles of choice, control and empowerment	✓	
Strong personal values, integrity and excellent interpersonal communication and people skills	✓	
Committed to effective communication with clients and carers and to a high standard of person-centred customer service and confidentiality	✓	
Good working knowledge of the MS suite of tools, videoconferencing, social media, internet and understanding of/experience in using IT systems	✓	
Experience in reporting via a customer/client database or case management system		✓
Enthusiastic about potential for wider use of marketing and social media tools	✓	
Understanding of assistive technology and how this supports vulnerable people	✓	
Able to work with the CE/Finance & Business Manger to plan and manage a service budget and efficiently interpret data and trends	✓	
Track record in managing people and performance, able to motivate a staff team effectively and delegate with sound understanding of HR policy and practice	✓	

Creative thinker who seeks out opportunities for continuous improvement and development	✓	
Promotes equality and diversity and inclusion, seeks user feedback adapting practice in response	✓	
Strong team-player who works collaboratively and easily builds trusted working relationships and partnerships whilst maintaining professional boundaries	✓	
Results-driven, solution-focused with a strengths-based approach and self-starter able to manage time and priorities and maintain an organised work environment	✓	
Open to new ideas, forward-thinking and able to initiate, embrace and manage service change, adopting a high degree of flexibility and a can-do approach	✓	
Car driver with current licence and access to own vehicle	✓	
Working Relationships		
The post holder will have key relationships with the following: -		
<ul style="list-style-type: none"> ▪ Chief Executive, senior managers, Trustees, Headway staff and volunteers ▪ Colleagues from external statutory & VCS provider organisations ▪ NHS and ASC practitioners, independent case managers, commissioners ▪ Clients and carers ▪ Further and higher education institutes and students 		
General Responsibilities		
<ul style="list-style-type: none"> ▪ To undertake any other duties as requested by the Chief Executive commensurate with the role ▪ To be fully conversant with and adhere to all policies and procedures of Headway (see below) ▪ To undertake mandatory training as necessary for the role ▪ To participate fully in the Headway Appraisal process, reflecting on own performance and undertaking training and development as required ▪ To demonstrate high standards of personal and professional behaviour 		
Other Information, Terms and Conditions		
<ul style="list-style-type: none"> ▪ Equal Opportunities: Headway believes that everyone should have equal opportunity for employment and advancement in the organisation based on their ability, qualifications and performance. You should not discriminate against any staff or clients on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy & maternity, race, religion or belief, sex and sexual orientation. ▪ Health & Safety: all staff have a responsibility to maintain their own health and safety and health and safety of others. You must always act with a duty of care in accordance with Headway Health & Safety policies and procedures. ▪ Confidentiality: as an employee of Headway you may gain knowledge of a highly confidential nature relating to clients, carers, staff or others. Under no circumstances should such information be divulged or passed to any unauthorised person or person(s). Breach of confidentiality will result in disciplinary action. 		

- **Induction & Probation:** all new staff must complete a 6-month probation period during which time they will receive an induction programme which will include gaining an understanding of all Headway services.
- **Leave:** the total annual leave entitlement is 20 days per annum (pro rata for part time staff) plus 2 fixed days - Christmas Eve and New Year's Eve. Other public and statutory Bank Holidays (8) are additional. Those which fall on normal working days must be taken as annual leave.
- **Pension Scheme:** Headway operates a pension scheme into which staff are automatically enrolled on successful completion of the probation period unless they choose to opt out.

This job description will be reviewed as necessary, amended to meet changing needs of the charity and used for setting role objectives and for annual appraisal.

This job description has been agreed between the post holder and Headway.

Employee Signature:
Print Name:

Date:

Manager Signature:
Print Name:

Date: