



The Mental Health Service for our Community

## Job description

<b>Job title</b>	Quality & Impact Manager
<b>Contract</b>	Permanent
<b>Hours</b>	37.5
<b>Salary</b>	£34k - £40k
<b>Service setting</b>	Across Jami resources

## Organisation

Jami is a mental health charity committed to providing practical and emotional support to the Jewish community, delivering services that educate, support and facilitate recovery.

Jami help people with mental illness build resilience, achieve their goals and have control over their life through Community Hubs and outreach; education and training; and bespoke recovery support plans.

Jami currently:

- Supports around 1,300 service users at any one time living with mental ill health
- Delivers approximately 27,000 separate provisions of service annually
- Operates programmes from four Community Hubs and two Enterprise Hubs across London
- Reaches thousands more people each year through education, seminars, work in schools and other organisations, and through our social enterprises.

## Job purpose

Jami strive to create an environment of continuous learning, improvement, and innovation with ongoing and robust quality assessments. This role is to ensure that evaluation frameworks are embedded across the organisation, enabling data driven decision making and robust impact measurement. The post holder will play a key role in demonstrating our impact and identifying areas for improvement.

## Responsibilities

- To lead the development of Jami's monitoring and impact strategy.
- Fostering an environment of collaboration, quality, and continuous learning, building strong relationships which support all team members to provide effective services.
- Evaluating outcomes to support high quality service delivery, through internal auditing processes using a data driven, evidence-informed, systematic approach.
- Manage Jami's service user data and ensure best practice on recording and reporting.
- To oversee Jami's person-centred outcome measurement reporting
- To manage and develop frameworks and tools to demonstrate impact and outcomes.
- In collaboration with Jami's service teams, analyse and report on impact of services and identify areas of development
- In collaboration with Jami's finance team, monitor and evaluate costs of service, to ensure best use of resources for maximum impact.
- In collaboration with Jami's F&M team, produce reports for a range of internal and external audiences combining narrative, data & analysis.
- To lead on KPI's, developing and implementing frameworks as required. Identifying areas for concern.
- To collate information and prepare reports to be submitted to the Board of Trustees and Clinical Governance and Professional Advisory Board.
- Compliance with the Equality Act, and Health and Safety legislation
- Attend regular supervision with named supervisor
- Participate in the organisation's appraisal process
- Ensure that all activities are operated in a way which is consistent with the values of Jami and the Jewish community it serves.
- Carry out any other reasonable duties as requested by your line manager or another designated senior manager

## Key relationships

- Senior Leadership Team
- Service Leads
- Finance and Operations team
- Fundraising and Marketing team
- Board of Trustees & Clinical Governance and professional advisory board
- External relationships include, Penumbra & Gallery Partnerships

## Training and Qualifications

Essential	Desirable
<ul style="list-style-type: none"><li>• Educated to degree level or evidence of equivalent professional experience</li></ul>	

## Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"><li>• Demonstratable experience of qualitative and quantitative research methodologies</li><li>• Highly developed analytical skills</li><li>• Evidence of sense-making skills, demonstrating flair in identifying themes, analysing information thematically and critically</li><li>• Ability to work with large datasets</li><li>• Experience of developing and adherence to quality assurance frameworks.</li><li>• Detail orientated</li><li>• Proactive and flexible approach to work</li><li>• Ability to manage a varied workload within agreed deadlines</li><li>• Ability to work across teams</li></ul>	<ul style="list-style-type: none"><li>• Management / leadership experience</li><li>• Experience of working in or knowledge of the Jewish community</li><li>• Experience of working in the voluntary sector</li><li>• Lived experience of mental illness</li></ul>

## Flexibility

To deliver services effectively, a degree of flexibility is needed, and all post-holders may be required to perform work not specifically referred to above. Such duties will fall within the

general scope of the job description. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

### Equality & Diversity

Jami are proud to be an equal opportunity workplace. We recognise and promote, the positive value of diversity, equality, and challenge discrimination. We welcome and encourage job applications from people of all backgrounds.

### Disclosure of criminal background

All employees are checked with the Disclosure Barring Service

If it is a requirement of the post that an enhanced check is undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place.

Having a criminal record will not necessarily bar you from working with Jami. This will depend on the nature of the position and the circumstances and background of offences.

Please note applicants refusing to sign the form will not be progressed further.

### Confidentiality

All information relating to service users, volunteers and staff gained through your employment with Jami is confidential. Any disclosure to any unauthorised person is a serious disciplinary offence.

For further details please contact **Laurie Rackind** on 020 8458 2223 or email [laurie.rackind@jamiuk.org](mailto:laurie.rackind@jamiuk.org)

To apply for the role, please send your CV and covering letter to [recruitment@jamiuk.org](mailto:recruitment@jamiuk.org). Closing date for applications **Tuesday 6<sup>th</sup> October 2020**.