

Job description

Job title	Deputy Director of Services, Policy & Compliance
Contract	2-year fixed term
Hours	full time
Salary	£60k
Service setting	Across Jami localities and home based

Organisation

Jami is a mental health charity that enriches and saves lives impacted by mental illness and distress in the Jewish community.

Since the start of the pandemic, demand for our services has grown exponentially. In 2021 we undertook a thorough review of the needs of the community, to develop a new strategy that will secure the Jewish community's mental health provision. The new strategy sets out a huge agenda for change in scale and provision, which will be developed over the next five years while we continue to run our diverse set of highly professional mental health services:

- Advice and advocacy
- Treatment and support
- Education and campaigning

Jami currently supports over 1,400 individuals, delivering almost 50,000 separate service interactions each year, and reaches thousands more people through education, seminars, work in schools and other organisations. Through our social enterprise community café, Head Room, we raise mental health awareness while delivering mental health support on the high street.

Job purpose

Jami has embarked on an ambitious strategy and seen significant growth over recent years, this calls for increased capacity and capability within the services team to ensure safety and effectiveness of Jami's services. This role will work closely with the Director of Services to develop and deliver a high quality, needs led, innovative mental health service.

March 2023

The post holder will have responsibility for effective professional governance, management, and leadership of Jami's core adult mental health services, including Intake and Advocacy, Core Services, Compeer & Volunteering and Hubs. This post will also involve leadership across all services regarding policy and compliance. Ensuring Jami's service policies and procedures are fit for purpose, implemented and compliance reported to Jami's Clinical Quality and Innovation Committee, subcommittee of the Board of Trustees.

Responsibilities

- As a member of the senior leadership team, play a key part in developing Jami's strategy.
- Provide strong, visible, operational, and clinical leadership to the service team.
- Line management of Senior Social Worker, Core Services Manager and Compeer & Volunteering Manager. This includes responsibility for Jami's Intake and Advocacy Service, Recovery, Outreach and Community Support and Jami's Compeer befriending and Hub based services
- Ensure Jami's service policies and procedures align with current legislation and best practice, are reviewed, and implemented effectively with regular reporting on compliance.
- Develop induction and training for the compliance framework
- Foster an organisational climate which values teamwork across organisational boundaries and motivates all staff to contribute to their full potential.
- Support the Director of Services with the process of clinical quality and safety improvement initiatives, ensuring there is a robust monitoring and audit programme in place.
- Support Director of Services with ensuring effective use of resources
- To manage and develop incident, safeguarding and risk management processes, providing regular updates to Director of Services and quarterly reports to CQIC.
- Represent and present the work of the organisation both locally and nationally.
- Undertake any such duties as requested by your line manager
- Have a commitment to Jami's ethos, values and policies

Key relationships

- Director of Services
- Jami Service Leads
- Quality and Impact Manager
- CQIC (Clinical Quality and Innovation Committee)
- Statutory and voluntary sector organisations

Training and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Relevant clinical qualification and registration with appropriate body • Evidence of continuous professional development 	<ul style="list-style-type: none"> • Post graduate qualification in relevant health and social care field and / or business / financial management

Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"> • Proven track record of leadership at a strategic level in a multi service line, statutory or voluntary sector organisation • Partnership working with other agencies including social care services, health care services and voluntary agencies. • In depth knowledge of adult safeguarding, risk assessment and management. • Up to date knowledge of relevant legislation in health and social care • Understanding of the challenges and opportunities within the voluntary sector • Substantial experience of effectively managing services within budget • Experience of measuring cost effectiveness of services and embedding changes to improve performance. • Experience of developing and implementing strategy and service development 	<ul style="list-style-type: none"> • Experience and knowledge of the Jewish community • Experience designing and delivering training to clinical teams

- Experience developing and delivering services and the change process.
- Evidence of imbedding organisational values successfully and achieving workforce engagement delivering improved outcomes in quality, compliance, performance and service
- Significant clinical experience, demonstrating the ability to make sound clinical decisions.
- Experience of building and maintaining effective relationships with external stakeholders
- Ability to gather, analyse and report on services, using quantitative and qualitative methods, communicating to wide range of stakeholders
- Strong communication skills (written, oral, presentational and interpersonal)
- Able to multi -task and continue to function to a high standard when under pressure
- Able to communicate well and liaise with people at all levels within and outside the organisation
- Able to work independently to achieve objectives of the post, making decisions in a timely and effective manner
- Ability to provide and coordinate clinical and management supervision
- Ability to understand basic financial principles and accountancy and budgetary processes
- Ability to manage and lead on investigations relating to serious incidents, complaints and disciplinary processes

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.

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.

Equality and 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.

Confidentiality

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

For further details please contact **Louise Kermode** on 020 8458 2223 or email louise.kermode@jamiuk.org.

To apply for the role, please send your CV and covering letter to recruitment@jamiuk.org. Closing date for applications **Wednesday 29th March**.