

Role Profile: Head of Operations



Vision and Values

At Community Integrated Care we make a positive difference: we change lives by caring with passion, delivering life-changing support for people with support needs. Each and every one of us has the potential to do amazing things in our work, which means we can enrich the lives of the people we support, their loved ones and the communities we work in. Working here you'll feel at home: it's welcoming, friendly and warm. This is a place you can be yourself, you'll be welcomed no matter who you are. And when we all come together, as one team, we do amazing things and make a difference. We know that we are better together. We dare to challenge the expectations and perceptions of the social care sector by delivering world-class support, for which we're becoming known and trusted. With a relentless focus on quality, we strive to be the best care provider possible. At Community Integrated Care we all share a goal - we want the company to be the best it can be.

Main Purpose of the Role

To be responsible for the operational performance of all services within a region, leading the regional teams to ensure achievement of the regional objectives, delivering against contractual requirements and strategic objectives, in budget and within all quality, legal, and regulatory compliance standards.

Key Accountabilities

1. As a member of Community Integrated Care's Senior Leadership Team to support strategic activity, providing key operational insights and to champion the needs of people support in the implementation of business strategy to achieve the regional aims and goals.
2. To deliver the Region's operational strategy, to meet or exceed identified targets and objectives within defined budgets, and to provide key operational insight to the Managing Director to ensure the achievement of the organisation's business objectives.
3. Work collaboratively with the MD and Regional Managers to develop, and maintain the desired workplace culture within the region, role modelling the charity's values.
4. To work with the Managing Director and the Head of Business Development to develop and establish key relationships/ partnerships, to maintain existing business and to commission a diverse range of new services, and exploit sustainable organic growth where appropriate, in line with business objectives.
5. Leading the regional teams to onboard and embed new business effectively and (working with Business Development colleagues) to ensure the ongoing management and maintenance of contracts and commissioner relationships within the region, to achieve our charity's objectives.
6. Professionally and effectively represent Community Integrated Care at local and regional levels, promoting the profile and positive image of the charity by ensuring the effective running of regional operations and with all relevant regional partners, customers, and other stakeholders

7. To establish and develop presence as a leading provider in the region by contributing to local forums and multi-disciplinary bodies to provide the "local voice" and promote and enhance our charity's brand and reputation.
8. Driving digital engagement by leading and supporting teams to engage with our charity's innovative and supportive systems and communications platforms, so that colleagues can own their learning and development, share best practice and access / record the data to do their very best work, in line with identified strategic objectives.
9. To be a leading champion of change, effective communication, continuous improvement and empowerment; securing motivation, loyalty and the support to the Regional Managers (and colleagues in general) in the achievement of high standard service delivery.
10. To facilitate change and innovation so that services, systems and processes within the regions are subject to regular risk review (consistent with organisation risk profiles and audit and compliance standards), that appropriate systems and processes are in place to meet the needs of governance, and that external accreditation requirements are met
11. To lead the regional team to ensure that financial decisions are made with people in mind, to balance commercial and charitable objectives, to drive efficiency, reduce regional costs without compromising on the quality of services provided to ensure the delivery of sustainable and high quality services to make good financial returns within region.
12. Drive the performance of the region, optimising allocation of resources and associated budgets, to deliver the regional plans in line with agreed objectives, standards and regulatory requirements.
13. Proactively working to identify and manage regional risk, leading a culture of positive risk taking, and ensure services meet contractual obligations taking swift action to address non-compliance.
14. Ensure the CQC/CI safeguarding and Adult Support and Protection standards are firmly embedded in service delivery, ensuring delivery against CQC/CI action plans to maintain regulatory and contractual compliance
15. Working with quality colleagues to develop and implement clinical governance frameworks that enable the charity to measure and continuously improve the quality of services provided, ensuring that lessons learnt are disseminated across all services in the region, and to inform and support changes in practice, policy, and guidance.
16. Responsible for ensuring the delivery of the highest quality of service to the people we support, delivering innovative initiatives which benefit people we support and using the operational data provided by Regional Managers to drive continuous improvement.
17. Lead and manage the Region's service delivery portfolio, optimising the allocation and use of the associated budgets and resources to deliver positive outcomes for the people supported in line with Commissioners requirements, agreed plans and targets, and Community Integrated Care's brand and values
18. Lead, develop and motivate the regional leadership team to attract, retain and develop the capacity, capability and talent to create a high performing team and achieve business unit objectives
19. Set expectations and manage, monitor, coach and develop team members to ensure that they maximise their performance, meet the required standards, and continuously develop their capabilities and experience

Competencies

Demonstrating Personal Qualities – A Place I Belong / Changing Lives

It's all about you...A self-aware, compassionate leader of the organisation. You recognise your own strengths and empower others to do their very best work, taking responsibility for the resilience and well-being of your colleagues across the organisation. A true advocate of continuous learning, you role model and champion this in all learning and development opportunities available. You provide strong leadership and create a supportive culture to those around you.

Working with People – Better Together

We are better when we work together. You are a natural communicator and are able to set and promote the desired culture across the organisation, influencing others. You share best practice, approaches and work in partnership with other organisations across and beyond the social care sector, exploring new opportunities. Your leadership naturally brings out the best in your colleague and you actively celebrate their success throughout the organisation. There will be positivity and excitement for the future as a result of your leadership.

Leading/Managing Services – Purpose with Passion / Changing Lives

You are passionate about shaping services/teams around the people we support continually measuring progress and outcomes. You foster a learner led culture where colleagues feel supported, respected and valued, taking responsibility for managing difficult issues, creating an environment of reflective practice and continues improvement throughout your teams and the wider organisation.

Delivering Results / Improving Services – Dare to be the Best

You will strategically lead and measure organisational changes and create conditions within the team that allow innovation and ideas for improvement to be the best we can be. You have a full awareness of latest developments both within and external to both the organisation and social care sector. You demonstrate the highest level of influencing skills to engage with colleagues and other organisations to the benefit of our Charity. A true people leader, you value people at every level within the organisation.

Setting Direction - Purpose with Passion

You are a natural influencer and identify future challenges, bringing together knowledge and information from a broad range of sources both within and external to the sector. From this you are able to challenge existing practices and processes, continually striving for improvement. You act as a values ambassador, demonstrating these to all of your colleagues. You provide clear direction and will evaluate impact of strategies, fostering a culture of enablement within teams

Creating the Vision

You are an authentic leader who thrives on creating and sharing your vision, seeking out opportunities to engage with others. You are naturally able to inspire those around you to share the vision and values of both our own organisation and that of the wider social care sector. You are able to challenge any behaviours that are not aligned to our values, leading teams to adopt a vision for the benefit of those we support

Delivering the Strategy

You are a leader who is able to frame and develop strategy, engaging with stakeholders around you to ensure effective and successful delivery. You are a strategic leader who inspires colleagues to deliver, creating accountability, ensuring a climate of trust and transparency. You naturally evaluate strategic outcomes, adjusting to ensure continuous improvement. You are key to identifying and strengthening organisational capabilities required to deliver and embed strategies

Knowledge

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| • Educated to degree level or Professional Qualification in Health & Social Care/Business | Essential |
| • Evidence of Continuing Professional Development | Essential |

Experience

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| • Current knowledge of CQC and CI regulations, frameworks and inspection process | Essential |
| • Knowledge of the care sector including regulatory and contractual frameworks and relevant legislation | Essential |
| • Knowledge and understanding of the needs of people we support | Essential |
| • Good breadth and depth of knowledge of personalisation and inclusion agendas | Essential |
| • Understanding risk management/quality standards | Essential |
| • Understanding of quality assurance systems and processes | Essential |
| • An ability to lead teams and managed individuals | Essential |

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Date Created:	20 May 2019
Agreed by:	Chief Operating Officer (Independent Living)

NB: This role profile is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.

This role profile is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Charity and its services, as well as the personal development needs of the post holder.