

Senior Service Lead (SSL)

Job Level	4	Job Reference No:	
		Role Review Date	September 2021
Directorate	UK Operations	Function	Health and Local Crisis Response
Service	Independent Living	Reports to	Programme Delivery Manager (High Intensity Use)

Scale and scope of role

Direct Reports	Up to 8	Indirect reports	8 staff, 10 volunteers
Budgetary responsibility/ accountability	Approx. between £100 - £700k	Accountable for other resources	Consumables, equipment and resources

Context

We help anyone, anywhere in the UK and around the world, to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

Purpose of the role

The post holder will act as the Senior Service Lead (SSL) working across projects in a defined area where there is high intensity use (HIUs) of services. Specialist teams will support people to identify and address unmet social needs and improve access and navigation of the complex health and social care system. By working together and focussing on strength-based interventions, we embed coping strategies and improve self-management to enable a reduction in emergency and urgent care use.

Key Responsibilities

Casework

- Oversight of safe and effective HIU interventions across services within remit
- Proactively manage a rolling caseload, using a de-medicalised, de-criminalised and truly personalised approach; personal caseload volume will be proportionate to the number of direct reports that are managed and will vary in volume until maximum spans of control are reached
- Where required, assess suitability and allocate caseload to appropriate member of the team, conducting regular joint assessments
- Practice observation of HIU Leads and case audit of services within remit
- Coach teams to assess the risk the service user poses to themselves and others, taking into consideration the nature of risk and following appropriate safeguarding channels when needed
- Coach in the use of Dynamic Risks Assessments, Support Plans (including goal setting and outcome measures), whilst maintaining accurate case notes and records, in line with BRC best practice, to meet the service KPI's and the needs of service users
- Provide casework cover to HIU Leads during periods of absence/leave ensuring there is continuity of service for vulnerable people
- Work to remove barriers and stigma associated with the high use of services
- Act as an advocate for the service and service users, promoting the use of social interventions as intrinsic to health outcomes and identifying gaps in service provision that could improve outcomes

Quality, Safety and Risk

- To work within a safe service environment of proactive local incident reporting, embedding a continuous improvement and shared learning culture
- Responsible for completion of regular internal quality assessments for the services, ensuring adherence to standards, recognised good practice, legal and other requirements.
- Supporting service quality improvement activity, working to develop a continuous improvement project for the service and contributing to wider programme development, providing lead on certain aspects
- Ensures HIU Leads operating in a safe environment in line with service specific and organisational policies and processes
- Develop a team meeting structure, in line with service standards, ensuring appropriate engagement of staff and volunteers

- Promote and enable staff and volunteers to access and maximise the use of external and internal subject matter expertise

Partnerships

- Owns local strategic relationships
- Attends Multi-Disciplinary Team meetings as BRC representative to facilitate optimal joint working and ensure that safe and effective interventions are made
- Work to build trusting relationships with stakeholders within health, social care and the wider VCS sector, to facilitate a shared understanding of the value of the service as a recovery pathway
- Support engagement with the commissioner of the service
- Identify and support people with lived experience who wish to participate in future service delivery to represent service user voice in co-production and continuous improvements
- Support volunteer recruitment activity and identify employment routes for people with lived experience
- Develop and embed referral pathways from our Partner Trusts/agencies, including creating processes to facilitate this, within parameters of IG agreements.

Performance and Service Development

- Regularly review performance against KPIs, to ensure service/s meet KPIs/Outcomes set; to identify and take responsive action where required
- Ensuring accurate data is collected to inform continuous improvement
- Ensure that the service is efficient, reliable, and delivered consistently within contractual requirements and national and local guidelines, using the Quality Standards Framework as a basis for assessment
- Develop service reports for BRC or commissioner that demonstrates performance against KPIs and outcome measures. Provide narrative that identifies gaps in service provision or other recommendations that are appropriate to system improvement or service user outcomes
- Identify patterns and 'causal factors' which trigger relapse behaviours, to shape future commissioning of service and/or demand/capacity planning
- Regularly review and seek to improve the quality and breadth of partner agency data
- Improve communication and partnership working between those involved in patient care

Leader:

- All team members understand their responsibilities and objectives.
- All resources involving staff managed in accordance with BRC policies and procedures.
- All staff are kept informed of relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

Team Member:

- Actively participates in all team meetings.
- Supports other team members.
- Work and behaves in accordance with all BRC policies and procedures.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre- engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> Enhanced - Child and Adult Workforce
Scotland
> Protecting Vulnerable Groups (PVG) – Adult
Northern Ireland
> ACCESS NI - Enhanced Vulnerable Adults

Drivers Checks

> Required Yes

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of, age, disability,

gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Person Specification

		Requirement	Evidence obtained through Shortlisting (S) Interview (I) or Assessment (A)		
			S	I	A
Knowledge and Skills	Essential	- Strong Health and social care system knowledge - Strong active listening and developed interpersonal skills for delivering key messages to a range of stakeholders both internal and external - Quality improvement approach to service delivery - Good time management and organisational skills to manage proactive and reactive workload - Advanced presentation and reporting skills - Ability to identify risks, anticipate issues, create solutions and resolve problems - High level of enthusiasm and self-motivation - Coaching skills with the ability to use informed persuasion and negotiation skills to influence others - Flexibility and personal resilience - Empathy, compassion and emotional intelligence - Able to identify opportunity and scale services - Professional and confidential approach to all work	X	X	
	Desirable	Project management qualification		X	

Experience	Essential	• Previous experience in a line management role, managing multiple team members. • Casework experience delivering community-based services across any of these areas: Mental health, drug and alcohol, physical health conditions, elderly, minority cohorts. • Vast experience of relationship building and stakeholder management • Conflict resolution and dealing with difficult conversations • Demonstrating continuous improvement of projects • Managing safeguarding issues and processes • Working with the local Voluntary Community Sector (VCS) • Embedding quality standards into service delivery • Analysing data and able to adapt service upon interpretation	x	x	
	Desirable	• Previous casework experience with individuals who access emergency services frequently		x	

Behaviours	Embracing and Leading Change Promotes constructive change > Implements constructive changes successfully and supports others to do so > Overcomes obstacles and deals with resistance around doing things differently, sensitively and respectfully > Manages own responses to uncertainty around change and takes account of other peoples' Responses Working Collaboratively Pro-actively builds collaborative relationships internally and externally > Takes the time to be curious, gets to know others and their perspective, formally and informally > Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions > Helps others to understand the common ground Communicating and Influencing Takes multiple steps to communicate and influence > Uses appropriate British Red Cross communication tools and channels to deliver multiple messages to a range of stakeholders, clearly and effectively > Influences others using compelling, well thought through arguments to build support and engagement > Provides explanations, raises awareness of issues and sends consistent messages in order to support progress Solutions Focused Sees multiple connections > Defines the desired outcome by breaking the situation down into component parts > Identifies trends and questions inconsistencies in information/data > Anticipates obstacles, thinks ahead about next steps and contingencies	
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		> Uses a range of methods to identify solutions and make decisions, involving others where appropriate	
Additional requirements	Essential	• Ensures inclusive practice and promotes diversity • Due to the specific requirements of this role, there is a need to visit various locations, some of which are remote with no access to public transport, therefore you must have access to a vehicle which you are willing and able to use in conjunction with your duties, or be eligible for transportation via the Access to Work Scheme.	
	Desirable		

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.