



HEAD OF SERVICES

REPORTS TO: CEO

RESPONSIBLE FOR: Senior Helpline & Information Officer, Helpline Officer, Publications Officer

HOURS OF WORK: Full time

SALARY: £38,000 - £42,000 (depending on experience)

BENEFITS: Contributory pension scheme, interest free season ticket loan, 25 days annual leave plus bank holidays, childcare vouchers, flexible working by agreement

LOCATION: London, SW9 with some travel to attend meetings and events as needed

About the Brain & Spine Foundation:

Our mission is to improve the quality of life of people affected by neurological problems by providing expert information, support and education. 12 million people in the UK are currently living with one of over 350 neurological conditions including common conditions such as dementia and stroke, and others that are less well known such as subarachnoid haemorrhage and Chiari Malformation. The Brain & Spine Foundation is the only UK wide charity providing support and information to people with all these conditions.

Overseeing all the services the charity provides for people affected by neurological problems and health professionals, this role is vital to the organisation's success.

Job overview:

The Brain and Spine Foundation's (BSF) strategic goals are: to provide quality information and support for people affected by neurological conditions, to improve understanding and awareness; to raise the profile of BSF services to enable more people to access support; and to secure the income needed to sustainably fund the charity's work. We have a well established nurse-led helpline which has a good reputation and supports over 3000 people every year through answering calls and emails about the full spectrum of brain and spine conditions.

The primary role of the Head of Services is to bring strategic oversight to maintaining and developing our work to support patients, carers and health professionals through the helpline service, information resources, programme of conferences and online support groups. As demand grows we are increasing the number of people supported. This is a key aim and focus for the coming period of work. In addition, the post holder will work with the wider information service team to develop the Foundation's information provision. They will work with the Senior Helpline & Information Officer to monitor the work of the service, gain feedback from users and to respond to their needs.

We have ambitious aims to grow our support and information provision to reach many more people affected by neurological problems and you will be involved in developing and implementing these plans with the team. The Head of Services will be a member of the senior management team and will attend Board meetings and support the CEO where required.

MAIN PURPOSE OF THE JOB

The post holder will be a member of the Senior Management Team and be responsible for:

- leading the strategic development of BSF's information and support services;
- managing the development and day to day delivery of the helpline service ensuring smooth running and that standards for quality and service are consistently met;
- ensuring that all new and existing information resources provided by the Information and Helpline team are accurate, appropriate and up to date;
- ensuring the service is sensitive and responsive to the needs of the service users and that the team successfully delivers outcomes, monitoring quality and performance standards;
- ensuring the service meets identified Key Performance Indicators when delivering services to members and other service users through data analysis;
- As a member of the Senior management team, contributing to the direction of BSF as a whole.

MAIN DUTIES AND RESPONSIBILITIES

Helpline & Information Service

1. To develop and deliver an annual plan of work for information and support services, to effectively reach people nationally affected by neurological problems.
2. To manage the delivery of high quality telephone and email support to all those affected by neurological problems, ensuring there is optimum capacity at all times, and personally responding to enquiries as needed.
3. To manage the development of information resources, incorporating publications, articles, video and animations, following the requirements of the Information Standard and internal guidelines.
4. To manage and oversee work on conferences for patients and health professionals, online support groups and apps.
5. To monitor and evaluate performance of services by gathering feedback, KPIs and conducting a biennial user survey.
6. To ensure that the services are sensitive and responsive to the needs of those affected by neurological conditions and that user feedback is gathered systematically, recorded and acted upon.
7. To ensure optimum use of technology and systems to maximise the potential for the service, including liaising with appropriate telecommunication service providers when necessary.
8. To ensure the service is available to all sectors of the community to access the helpline.
9. To be responsible for the provision of accurate, appropriate and up to date information for use by all the staff team and Helpline Officers when responding to service user enquiries.
10. Act as project manager, providing strategic and management support for key projects.
11. Manage all complaints to the service, liaising with the CEO as needed.

Leadership and Team Management

1. To ensure that the team successfully delivers outcomes and work to the quality standards required for the service including any relevant regulatory standards.
2. To carry out regular 1:1s and appraisals for the helpline and information team.

3. Identify training needs and develop individual skills and abilities by providing support, encouragement, coaching and feedback as required, giving development opportunities through delegation where possible and appropriate.
4. Provide supervision and support to helplineers, particularly when dealing with difficult clinical queries or emotional calls.
5. To ensure that BSF policies, procedures and values are understood fully and implemented by staff, including data protection, health and safety, equal opportunities and confidentiality.
6. To oversee the safeguarding of children and vulnerable adults and support all staff to ensure that BSF's safeguarding policy is followed at all times.
7. Responsible for the leadership, recruitment, induction, development, retention and appraisal of staff in accordance with BSF policies and procedures.

External

1. Work with colleagues to develop an outreach programme to expand the reach of BSF services.
2. To represent the charity at external meetings and events, giving confident presentations about our work and participating in discussions with health and allied professionals.
3. Maintain relationships with other relevant charities and discuss best practice with other appropriate contacts.
4. Work with other organisations to ensure that we have the most up to date information regarding their services and support for signposting.
5. Respond on behalf of BSF service users to NICE guidelines and technology appraisals; named contact for the organisation to respond to NICE and PIN.
6. Respond to requests for support from researchers, being aware of ethical and other issues.
7. Respond appropriately to media enquiries regarding neurological issues, authoritatively representing the views of the charity.

Other

1. To keep informed about developments and trends in investigations, treatments, research and care of people with neurological problems.
2. To keep informed of changes and developments in health policy and within the NHS.
3. Work with the fundraising team to secure funding for BSF services, including existing work and new support services and resources.
4. Develop and maintain effective relationships across the team, with trustees and supporters.
5. To report progress to the Board of trustees as required.
6. To manage the allocated budget for BSF services.
7. To work occasional weekends and evenings as required.
8. To carry out such other duties as may be deemed necessary by the CEO.

Person Specification:

Knowledge, Skills and Experience	Essential	Desirable
Experience of managing a team of staff	X	
Experience of project and programme management	X	
Experience of building and maintaining positive and successful working relationships internally and externally	X	
Considerable experience, in a clinical setting, of working with people affected by neurological disorders, preferably as a health professional specialising in neuroscience or neurosurgery e.g. neuroscience nurse	X	
In depth knowledge of a wide range of neurological disorders backed up by academic study/qualification to degree level	X	
Experience of providing information and support through a helpline, counselling or information work	X	
Demonstrable understanding of the needs of people affected by neurological disorders as well as their relatives and carers.	X	
Experience of working in the NHS; demonstrable knowledge and understanding of the NHS as well as health and social care-related issues	X	
Excellent verbal and written communication skills, including the ability to liaise with senior members of the medical profession and their colleagues.	X	
Good IT skills including MS Office, Outlook, internet and CRM databases	X	
Confident and assertive in working with trustees and others	X	
Excellent organisational skills with the ability to prioritise and plan your work to manage a varied workload; able and willing to work under pressure	X	
Self-confident, ambitious, driven	X	
Self-motivated, able to work on own initiative, create deadlines and targets and meet them	X	
A team player with the ability to work in a small team	X	
Flexible approach, capable of taking initiative and willing to adapt and respond to changing priorities	X	
A strategic thinker: able to identify a vision along with the plans which need to be implemented to meet the end goal	X	
Attitude and Personal Qualities	Essential	Desirable
Ability to represent the charity in a variety of settings and circumstances in a manner that enhances the reputation and image of the Foundation.	X	
Able to respond sensitively to anyone affected by neurological disorders and their families, who may be distressed, angry, anxious or depressed	X	
Enthusiasm for consistently producing high quality work and services	X	
Discretion and confidentiality	X	
A commitment to the policies and aims of the charity	X	
Willing to undertake occasional evening and weekend work	X	

Enhanced DBS checks will be made for this post.