



## **Head of Services – Job Description**

Reporting to and deputising for the CEO, this role has a number of direct reports and encompasses leadership and oversight of all Ruhama's service provision to those impacted by prostitution and human trafficking for sexual exploitation. The Head of Services will support the CEO in planning to ensure the organisation structure and accountabilities are aligned with strategic and operational requirements, implementing improvements and changes as required.

### **Key Responsibilities**

#### **Service Provision**

- Oversee the day-to-day operations of service provision.
- Oversee that care plans and a case management system are monitored and regularly reviewed for all service users who are engaged in the service.
- Monitor and evaluate the effectiveness of service provision through data collection and analysis, emerging trends, service user and staff feedback, evaluations and audits.
- Ensure the implementation of changes and improvements to service provision based on service users' needs, organisation requirements and current trends and patterns.
- Introduce, promote and implement new service models based on evidence-based practice.
- Develop and grow the number and range of regional, national and international interagency partnerships in place with Ruhama.
- Develop and implement the annual operational service plan in line with strategic plan priorities and objectives.
- Oversee and review clinical record keeping systems with a focus on impact and outcomes.
- Lead all teams in best practice and Trauma Informed practice in relation to Prostitution, Human Trafficking and Domestic and Sexual Gender Based Violence.
- Develop, initiate, implement and participate in Quality Improvement Plans.
- Ensure Ruhama Business Continuity plans are regularly reviewed, tested, and fit for purpose.
- Prepare and progress strong Business cases for future service development.
- Advocate, where gaps are identified in service provision and problem solve in conjunction with other stakeholders.
- Innovate and facilitate the expansion of the organisation nationally in line with the strategic plan; developing and implementing actions plans.

- Professionally represent Ruhama, network and liaise in public fora advocating on behalf of the organisation and our service user group. Building and participating in alliances with appropriate external bodies to maximise the impact of Ruhama's resources and activities, while maintaining the autonomy and unique identity of Ruhama.
- Oversee and drive the development of Ruhama's Training Hub.
- Oversee the development of and participation in research on Human Trafficking and Prostitution.
- Oversee planning and review days for the service and provide reports on these to the CEO.
- Identify key risks and ensure they are mitigated and managed to the highest quality standards.

### **Staff Support**

- Provide consistent and excellent leadership skills to support staff in the delivery of all areas of their roles.
- Implement and embed Team Leader and Middle Manager structures, ensuring appropriate delegation and development of a strong internal resource at these levels, delivering a potential career structure for staff.
- Provide support and supervision to direct reporting staff.
- Manage the recruitment, selection, and continuous development of staff.
- Lead out and manage the annual cycle of performance management system, proposing improvements to the system as appropriate.
- Promote and support innovation and readiness to adapt at individual and team level.

### **Finance/Administration**

- Annual budget preparation regarding service provision and associated works.
- Ensure all aspects of service provision is delivered in line with budget with immediate reporting any deviations or concerns to the CEO.
- Ensure accurate records and documenting of all relevant work on the Ruhama database..
- Monitor, track and evaluate all work, planned and undertaken.
- Comply with all Ruhama policies and procedures.
- Attend line management supervision with the CEO.

Any other appropriate duties requested by the CEO.

### **The Person**

The person specification sets out the essential abilities and qualities needed by the successful candidate for this post.

### **Qualifications**

- A relevant 3rd level qualification, at NFQ level 8, in the Human Services Sector e.g., Social Work/Care, Psychology, Nursing, Counselling/Psychotherapy, or related field essential.
- Evidence of a track record of continuous professional development essential.
- Professional management qualification, or working towards one, is desirable.

## **Experience & Knowledge**

- A minimum of five years in paid management role essential.
- Significant direct experience of case management model and trauma informed approach essential.
- Significant experience of staff supervision and support.
- Experience of working with marginalized and vulnerable women with complex needs essential.
- A minimum of three years previous experience at a senior level in an NGO, in public health or social care with socially disadvantaged groups or communities essential.
- Knowledge of evidence-based interventions for those who have been sexually exploited.
- An understanding of the exploitative nature of prostitution and its impacts on individuals involved.
- A working knowledge of the commercial sex trade and the issue of human trafficking.
- A knowledge of Survivor Informed approach is essential.

## **Skills and Abilities**

- Excellent communication, leadership, and inter-personal skills across all levels of the organisation.
- Willingness, potential and availability to deputise for the CEO; to represent Ruhama and to advocate at all levels.
- Demonstrated ability to consult, liaise, advocate and negotiate with a multitude of stakeholders.
- Ability to manage challenging behaviour and to resolve complex issues.
- Demonstrated management competence and professionalism to carry out the duties and responsibilities of the role.
- Ability to relate, empathise with and be aware of the perspectives and diversities of others.
- Ability to establish and maintain respectful relationships while promoting an understanding of trauma informed practices within a multi-disciplinary team environment.
- Excellent understanding of the principles of recovery-oriented practice and peer work values.
- Excellent listening, interpersonal, relational and facilitation skills.
- Effective analytical, problem solving and decision-making skills.
- Ability to motivate and develop staff to deliver quality services.
- Capacity to manage a wide range of activities and competing deadlines at once and effectively work under pressure.
- Ability to contribute proactively, positively, and effectively across the organisation.
- Commitment to meeting the needs of excluded and marginalised people.
- Respect for the values and ethos of Ruhama.
- A strong interest in the area of social justice and human rights.

**Ruhama is a Equal Opportunities Employer**