



JOB DESCRIPTION – Director of Service Development and Improvement

LOCATION	Bristol or home based with a regular presence in Bristol
RESPONSIBLE TO	Chief Executive Officer
DIRECT REPORTS	Head of Education and Professional Development Head of Operations and Projects Family Services Manager

PURPOSE OF ROLE

The Director of Service Development and Improvement will lead our work to make sure that every child and young person across the UK with a life-limiting or life-threatening condition – and their family – can access high quality children's palliative care, when and where they need it.

They will be accountable for the strategic development and clinical integrity of our direct advice and support services for families, professionals and services. They will lead our work to deliver programmes that improve quality and access to children's palliative care, in hospitals, homes and children's hospices.

They will be the clinical lead for the advice and guidance we offer. They will build strong and credible relationships with professionals, services, networks and partner organisations to influence the way in which children's palliative care develops.

DUTIES AND RESPONSIBILITIES

Strategic leadership and impact

- Develop and communicate a clear and consistent vision for our work with families, with professionals and services, informed by evidence of need.
- Play an integral and active role as member of our Executive Team, informing, shaping and evaluating Together for Short Lives' overall strategy and operational plans.
- Identify future opportunities for Together for Short Lives to reach more families, increase awareness and engagement across the sector and advocate for systemic change.
- Lead the development of a high performing Practice and Service Development team, building on strengths and ensuring the delivery of agreed outcomes in a way that is consistent with our values.
- Working closely with team leaders, providing strategic leadership to the development of our work programmes to improve the care provided to children and young people with life-limiting and life-threatening conditions and their families.

Professional leadership and safeguarding

- Act as a children's palliative care clinical lead for Together for Short Lives, ensuring our guidance, advice and resources reflect best practice and latest thinking.
- Identify the key issues and challenges facing children's palliative care and work with partners to design approaches to support the sector to address them.
- Work with the Head of Education and Professional Development to lead and develop our educational and research strategies for professionals.
- Develop future quality improvement approaches and opportunities for children's palliative care services and professionals to share innovative practice.
- Act as the Safeguarding Lead for Together for Short Lives and ensure that safeguarding policy and culture is embedded across the charity.

Stakeholder engagement and partnership

- Build strong relationships within Together for Short Lives, our members and with children's palliative care services and teams, in hospital, children's hospices and in the community.
- Identify opportunities for young people and families to be involved in the development of our work, and develop programmes that prioritise their needs and those currently unable to access support.
- Develop key strategic alliances with a wide range of organisations at senior level to influence current and potential stakeholders.
- Represent Together for Short Lives on a range of external groups, coalitions and collaborations to further improve how children's palliative care is understood.
- Establish effective partnerships with individuals and organisations, from within and outside the children's palliative care sector, to improve the lives of children and families.
- Inform and take part in our work to influence public policy, helping to ensure that our policy positions reflect the needs and wishes of families, professionals and services, are evidence-based and are consistent with best professional practice. Support the Chief Executive and Head of External Affairs in our public affairs and campaigning activity.
- Work alongside the fundraising and finance team to develop and oversee funding proposals, case(s) for support, our impact framework and reporting requirements.

Programme development and management

- Working closely with the Head of Operations and Projects, have oversight of programme management of a wide range of projects. Ensure projects are delivered to a high-quality ensuring risk is appropriately managed and reported on to the Executive team and Board
- Oversee our work to measure and evaluate the impact we are having on families, professionals and services, through performance measures and case studies. This is vital for us to determine whether we are meeting our strategic objectives, to report our progress to those who fund our work, to make robust cases for support from new funders, and to improve the health of our brand.
- Manage the overall budget and resources for the team, ensuring that they are deployed

efficiently and effectively.

- Travel regularly across the nations and regions of the UK, including a presence in London and Bristol.
- Carry out any other duties as are within the scope, spirit and purpose of the post as requested by your line manager.

PERSON SPECIFICATION – Director of Service Development and Improvement

QUALITIES	ESSENTIAL	DESIRABLE
Qualifications	<p>Registered children's practitioner (e.g. doctor, nurse, AHP) engaged in active clinical practice, service management/education within the last two years.</p> <p>Significant evidence of advanced continuous professional development</p>	Recognised leadership and/or management qualification
Experience	<p>Significant experience (minimum five years) working in a leadership/ senior management role in children's health and social care</p> <p>Experience of working in children's palliative care – e.g. in children's hospital, children's hospice or in the community</p> <p>Extensive experience of working with children and/or young people with complex health needs and their families</p> <p>Experience of involving children and families in the development of services and programmes</p> <p>Significant experience of developing high performing teams</p> <p>Experience of quality improvement and how to share and learn from good practice</p> <p>Proven track record of building strong and effective relationships with a wide range of stakeholders</p> <p>Experience of identifying and measuring the impact of service development and improvement on people and professionals.</p> <p>Experience of managing a range of projects and programmes, setting objectives, monitoring delivery and quality improvement</p>	<p>Experience of identifying and measuring the impact of health or social care service development and improvement on children and the professionals who support them</p> <p>Education/Research skills</p> <p>Experience of developing proposals and reporting to a range of funders</p>

Skills and knowledge	<p>Extensive skills and knowledge of care and support for children and young people with complex health needs.</p> <p>Ability to lead, inspire, motivate and develop staff at all levels</p> <p>Ability to provide vision and strategic direction to the Practice and Service Development team.</p>	<p>Understanding of the way in which health and social care services for children and young people are planned and provided in the different nations and regions of the UK.</p>
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QUALITIES	ESSENTIAL	DESIRABLE
	<p>Ability to contribute to the strategic development of the organisation as a whole.</p> <p>Ability to collaborate and work in partnership with organisations within and outside the children's palliative care sector</p> <p>Strong presentational skills and ability to promote the charity to a wide range of individuals and external audiences.</p> <p>Evidence of highly effective communication and interpersonal skills.</p> <p>Knowledge of safeguarding legislation and good practice and how it relates to Together for Short Lives</p>	

Personal qualities	<p>A confident, independent and effective decision maker.</p> <p>Resilient and robust with a positive outlook.</p> <p>Able to speak confidently and with authority in public, including in the media, representing the charity and speaking on issues affecting seriously ill children, families, professionals and services.</p> <p>Energetic with a high degree of personal drive and initiative.</p> <p>The authority, presence and integrity to command respect from colleagues within the charity, across the charity's membership and external stakeholders and contacts</p> <p>Capable of delivering results to tight deadlines and under pressure.</p> <p>Strong intellect with the ability to interpret relevant information, analyse complex data, creatively review alternative solutions and come to speedy, well-informed conclusions.</p> <p>Strong empathy with children and young people with life-limiting or life-threatening conditions, their families - and the professionals and services that provide them with palliative care.</p> <p>Committed to the vision, mission and values of the charity.</p>	
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