



JOB DESCRIPTION – Director of Service Development and Improvement

LOCATION	Bristol or home based with a regular presence in Bristol
RESPONSIBLE TO	Chief Executive
DIRECT REPORTS	TBC

PURPOSE OF ROLE

The Director of Service Development and Improvement will lead our work to improve the care given to children with life limiting conditions and their families across the UK. They will be accountable for the strategic development and clinical integrity of our direct advice and support services for families and professionals and the delivery of programmes to improve the quality of and access to children's palliative care across the UK. They will act as the clinical lead for our advice and guidance and build strong and credible relationships with the sector to influence the development of children's palliative care.

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.
- Working closely with the Director of Programmes, provide strategic leadership to our work programmes to improve the care provided to children and young people with life limiting and life threatening conditions and their families.
- Ensure our work delivers impact for families, professionals and services. Support the charity to identify clear outcomes for our work and develop a framework to measure and communicate progress.
- As a member of the Leadership Team, take collective responsibility for delivering Together for Short Lives' overall strategy and operational plans.
- Lead the Practice and Service Development team, building on strengths and ensuring that our programmes are delivered agreed outcomes in a way that is consistent with our values.

Care 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.

- Develop quality improvement approaches and opportunities for children's palliative care services and professionals to share innovative practice.
- Develop and lead a programme of children's palliative care education and skills support for professionals.
- 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 with children's palliative care services and teams, in hospital, children's hospice and in the community.
- Identify opportunities for young people and families to be involved in the development of our work.
- 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 understanding of children's palliative care.
- 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 the content of our lobbying and policy work, ensuring that expertise in children's palliative care forms the basis of all our lobbying messages. Support the Chief Executive and Head of Policy and Public Affairs in the delivery of public affairs and campaigns.
- Lead the work programme for Together for Short Lives' Advisory Council, ensuring that issues raised inform our work.

Programme development and management

- Working closely with the Director of Programmes, have oversight of programme management of a wide range of projects. Ensure projects are delivered to a high quality with clear outcomes that help to deliver our strategy. Monitor the delivery of projects through suitable performance measures and report on these to Leadership team and the Board.
- Manage the overall budget and resources for the team, ensuring that they are deployed efficiently and effectively.
- Travel regularly within the four countries 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 or service management 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 outcomes in health and social care</p> <p>Experience of managing a range of projects and programmes, setting objectives, monitoring delivery and quality improvement</p>	Experience of developing proposals and reporting to a range of funders
Skills and knowledge	<p>Extensive skills and knowledge of children's complex care</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>	

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>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>Empathy with the children's palliative care sector.</p> <p>Committed to the vision, mission and values of the charity.</p>	