

Job Role Profile

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| | Job Title: | Head Injury Service Lead | | |
| | Department: | Children Families and Young People | | |
| | Direct Supervisor: | Operational Manager | Matrix Report line: | |
| | Number of Direct Reports/Matrix Reports: | 2-4 staff members & Volunteers | Job Number/ Job Code: | |
| | Location: | Renfrewshire | Position Number: | |

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| 1 | <p>Job Purpose:</p> <p>To provide leadership and effective management and leadership of the Quarriers Renfrewshire Head Injuries Service.</p> <p>To ensure that service provision is delivered to the highest professional standard and quality and meets the needs of clients and their families.</p> <p>To assess the needs of Clients and their carers and to provide them with the appropriate information, guidance, counselling and support where necessary.</p> |
| 2 | <p>Dimensions: i.e. budget, no of staff, areas of work etc.</p> <p>Budget/Finance:</p> <ul style="list-style-type: none"> Accountable for managing the budget allocated to the service in accordance with Quarriers financial standards. |

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| | <ul style="list-style-type: none"> Working with the Operational Manager, Quarriers Fundraising Department and local partner organisations to identify and access funding opportunities to enhance the range and value of the services delivered. <p>Staff:</p> <ul style="list-style-type: none"> To supervise and manage the staff team to provide the highest standard of service. To ensure the equitable and appropriate distribution /delegation of duties amongst staff and the efficient deployment of staff within the service at all times. The post holder will provide guidance and support to staff through regular supervision and, where applicable, will also support students of professional disciplines on placement and those involved in volunteering/mentoring programmes <p>Areas of work:</p> <ul style="list-style-type: none"> The geographical area is within the Renfrewshire local authority area |
| | <p>Key Objectives and Accountabilities:</p> <ul style="list-style-type: none"> To consult with clients and to co-produce a service model and delivery standards that reflect the wishes and expressed needs of clients and their families. To work in partnership with clients and their families to ensure that their needs are effectively and efficiently assessed, and that appropriate interventions are implemented which address identified needs and achieve agreed outcomes. To address child and adult protection concerns, in accordance with local and organisational procedures. To positively promote the service and Quarriers as an organisation, ensuring that approaches taken are in line with organisational policy. Promote integrated working practices and information sharing between Health, Social Work and the Voluntary Sector and work in partnership with the Renfrewshire Physical Disabilities Rehabilitation Service To be responsible for the support, guidance, supervision and ongoing development of staff, including chairing individual and group meetings, and to ensure that staff work within the philosophy, policies and standards of the organisation and the service. |

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Registered Head Office Quarriers, 20 St Kenneth Drive, Glasgow, G51 4QD
Phone 01505 616000/612224 **Email** enquiries@quarriers.org.uk **quarriers.org.uk**

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| | <ul style="list-style-type: none"> • To ensure that all Health & Safety requirements are implemented to ensure the safety of staff and visitors whilst accessing the service. • To maintain records relating to the various functions of the service as required, and ensure a robust approach to evaluation and continuous improvement is consistently implemented • To provide accurate reports on service performance in a timely fashion and to the standards set by Quarriers and our commissioners • To be responsible for overall budget management and reporting requirements, including key performance indicators, annual budget processes and monthly management accounts. |
| 4 | <p>Key Performance Outcomes and Measures:</p> <ul style="list-style-type: none"> • To evidence improved health and wellbeing, where possible, for clients accessing the service • The service is managed effectively, within an annual budget, sustaining a positive financial position • The services actively works in partnership with clients and their families, meeting performance measures required by commissioners/funders • Staff team performance and professional development is managed effectively, • Clients and their families receive a high-quality service |
| 5 | <p>Knowledge, Skills and Experience necessary for the role:</p> <p>Essential</p> <ul style="list-style-type: none"> • Knowledge and experience of working with clients affected by an acquired brain injury • Experience of staff management and supervision, along with the ability to motivate and develop the staff team contributing to development of training in awareness of head injury issues for health and social work staff and others. • Knowledge of the needs of clients who have an acquired brain injury. |

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| | <ul style="list-style-type: none"> • Significant experience working with vulnerable individuals and families • Experience of effective partnership working to meet clients needs • An ability to use relevant IT systems including spreadsheets, powerpoint, excel, word, databases etc. <p>Desirable</p> <ul style="list-style-type: none"> • To have, or be working towards, a qualification in management, community learning and development, social work, or equivalent • Good working knowledge of developing and implementing effective, continuous improvement processes • Well-developed negotiation skills in a variety of forums, to develop the service to meet the needs of Commissioners, unpaid carers and their families |
| | <p>Key Relationships:</p> <p>Working together with colleagues and other partners and stakeholders, both externally and internally within Quarriers, to build and sustain positive relationships across Renfrewshire and beyond</p> <p>Internal contacts: Senior management team, Finance Department, Fundraising Department and Operational manager</p> <p>External contacts: health, social work, housing and third sector partners</p> |
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