



Registered Charity Number: 1045429

Office 73, 4th floor, Building 8, Vantage Point Business Park,
Mitcheldean, Glos. GL17 0DD

Phone: 01594 372777 Email: admin@ticplus.org.uk Web Site: www.ticplus.org.uk

Job Pack

Job Pack: TIC+ Service Development & Improvement Manager (Clinical Team)

Thank you for your interest in working for TIC+. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About TIC+ and the Role
- Job Description/Person Specification

The closing date for applications is Friday 30th September 2022

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

Interviews will be held on: Thursday 13th October 2022

If you do not hear from us by the interview date it does mean that we have not been able to include you on our shortlist.

**Completed applications should be emailed to: hr@ticplus.org.uk
or sent by post to:**

Office 73, 4th floor, Building 7
Vantage Point Business Park
Mitcheldean
Gloucestershire
GL17 0DD

Guidance Notes

Filling in the application form

- Please complete all parts of the application form. **(CVs will not be accepted in place of an application form).**
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- TIC+ does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

Candidates with disabilities

TIC+ welcomes applications from candidates with disabilities. Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

Safer Recruitment

TIC+ is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. You will be interviewed and assessed against the criteria set out in the job description and person specification. All employment offers are made subject to the following checks

- satisfactory references
- right to work check
- satisfactory health check

The declaration section of the application form must be completed. TIC+ is an organisation that provides services for children young people and families and operates a Safer Recruitment Policy. You will appreciate therefore, that TIC+ must be particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or

indirect contact with children or vulnerable adults, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

The post is covered by the Rehabilitation of Offenders Act 1974, therefore, only unspent convictions and cautions must be declared. Details of any criminal record should be submitted with your application form in a sealed envelope marked 'Confidential'. The information disclosed will not be kept with your application form during the application process.

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about TIC+ please contact a member of our Human Resources Department 01594 372777 or email hr@ticplus.org.uk

Thank you for considering applying to TIC+

About TIC+

TIC+ is a charity established in 1993 serving Gloucestershire and surrounding areas. TIC+ reaches hundreds of children and young people every year as well as offering support & advice to parents & professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs. We offer:

- Counselling – online, remote (video & phone) and face-to-face for children and young people
- Anonymous online helpline for children and young people
- Counselling support for young people with eating difficulties
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals

TIC+ has a head office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

Our Ethos:

TIC+ is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."*

The Christian faith is not explicit in any of the services we provide. An outworking of our ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.

Our Values:



Job Description

- Job Title:** TIC+ Service Development and Improvement Manager (Clinical Team)
- Salary:** £36,680 per annum
- Hours:** **Full Time 37.5 hours a week. May consider reduced hours (minimum 30) for the right candidate.** Hours can be delivered flexibly Monday – Friday between 8am and 9pm. Working from home optional 1 day a week. Some early evening hours until 6pm will be necessary. You may also be required to work occasional weekends.
- Terms:** Permanent Contract. The role is subject to a six-month probationary period where your suitability for the role will be assessed.
- Place of work:** The base for this role is Eastgate House, Eastgate Street, Gloucester, GL1 1PX. The post holder will also be expected to work across several sites in Gloucestershire including the Head Office in Mitcheldean GL17 0DD. Mileage will be paid for travel away from the base.
- Responsible to:** Head of Clinical Operations
- Holiday:** 5.6 weeks inclusive of public/bank holidays. In addition to this entitlement we also gift all employees the days between Christmas Eve and New Year's Day excluding Bank Holidays.

JOB SUMMARY

This is a new post created to support an exciting period of growth. Working closely with the Director of Clinical Services and the Head of Clinical Operations the post holder will be responsible for managing discrete projects and initiatives, supporting change and service improvements across the organisation.

We are looking for a dynamic individual who is passionate about helping to develop and improve innovative, transformational services ensuring the best possible outcomes for children, young people and their families.

The successful candidate will have considerable project management experience with strong communication, business and IT skills, ideally gained within a service sector or clinical/mental health setting.

ROLE AND RESPONSIBILITIES

Service Development

- Under the direction of the Director of Clinical Services and the Head of Clinical Operations:
 - to manage new service developments and service improvement projects
 - working closely with service users, colleagues, managers, corporate and partner agencies to continuously improve services taking into account the diversity of local communities
 - ensure services are delivered within the agreed financial envelope ensuring maximum value in terms of clinical and cost effectiveness
- resourcing services by maximising existing technologies and researching new alternative/innovative options and approaches (in collaboration with clinical & IT/Ops teams)
- ensure standard operating procedures (SOP) for all service delivery areas are always up to date
- ensure all relevant internal and external stakeholders receive relevant communication/training when changes to the SOP are implemented
- produce regular reports and proposals for the Senior Leadership Teams and Trustees. Highlighting service delivery trends e.g. successes, underperformance/non-compliance, opportunities etc. at an organisational and individual level.

Business development

- develop strong, collaborative, business relationships with existing service delivery partners e.g. negotiation of small – medium size contracts, coordination of reporting and contract renewal
- under the direction of the Director of Clinical Services identifying and exploring new service delivery mediums and partners

External Relationships:

The Service Development and Improvement Manager will be responsible, with the TIC+ team, for establishing and maintaining caring, professional, ethical and effective working relationships with service users and professionals from a wide range of organisations including the statutory and voluntary sector.

Key Relationships

- Senior Leadership Team
- Senior Clinical Leadership Team
- Director of Clinical Services
- Head of Clinical Operations
- Clinical Advisor and Research Lead
- Head of Safeguarding and Allocations
- Team Leaders



PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> Formal business /management qualification at Degree Level or (significant relevant experience) 	<ul style="list-style-type: none"> Project management qualification PRINCE2 or similar 	<ul style="list-style-type: none"> Application Form Certificates at interview
EXPERIENCE	<ul style="list-style-type: none"> 2-3 years project management experience Contract management Experience managing and developing client relationships Experience in business analysis Experience in the documentation of requirements A track record of successful delivery of internal changes 	<ul style="list-style-type: none"> Experience of managing projects in a service delivery /clinical or mental health setting Change /systems management Identifying new business opportunities 	<ul style="list-style-type: none"> Application Form Interview
SKILLS	<ul style="list-style-type: none"> Proficient in Microsoft Office Ability to produce reports Ability to produce and maintain standard 	<ul style="list-style-type: none"> The ability to actively promote and represent the organisation through presentations and meetings with key stakeholders. 	<ul style="list-style-type: none"> Application Form Interview Presentation

	<p>operating procedures for new and improved services</p> <ul style="list-style-type: none"> • Ability to assimilate data and statistics to inform reports and business proposals • Ability to improve services and processes using proven and innovative/ alternative technologies and approaches • Organisation skills • Proven ability to develop working relationships with relevant key people/bodies • Ability to develop and operate within an agency's framework of policies and procedures 		
SPECIAL KNOWLEDGE	<ul style="list-style-type: none"> • An understanding of finance and planning • Understands the importance of confidentiality, safeguarding children & vulnerable adults, and consent. 		<ul style="list-style-type: none"> • Application Form • Interview
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Pro-actively builds own knowledge and experience to keep up to date with existing and emerging technologies. 		<ul style="list-style-type: none"> • Application Form • Interview

	<ul style="list-style-type: none"> • Willing to support the Christian ethos and the aims and objectives of the charity • Shares knowledge with colleagues in an open and supportive manner • Demonstrates a flexible approach to the ever-changing needs of the charity • Demonstrates resilience when responding to challenge, change and complex or difficult situations • Have the ability to work on own initiative and regulate own workload. • Willingness to work flexibly, including some evenings and weekends. • Able to model good self-care. • Organised and reliable. • Reflective capacity. • Able to be flexible towards service needs • Good interpersonal skills, and the ability to build strong collaborative, supportive working relationships with staff team and external partner agencies 		
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OTHER	<ul style="list-style-type: none"> • Driving license and vehicle access or an ability to travel to different TIC+ venues (if you have a medical condition which impacts on your ability to meet this condition, please highlight this and we can discuss options). <i>It is your responsibility to inform your insurance company that you use your car for work</i> 		<ul style="list-style-type: none"> • Interview • Application form
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