

## **Head of Services and Quality (HSQ)**

- **Job Title:** Head of Services and Quality
  - **Hours:** Full time (37.5 hours pw) mainly office hours and must be available during school holidays.
  - **Location:** Woking
  - **Salary:** £43,000 per annum
  - **Reports to:** CEO
  - **Responsible for:** Adult Services Manager, Afterschool Club Manager, Team Leaders
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### **Job Description: Head of Services and Quality**

LinkAble supports people with a learning disability and autistic people to create the life they want to live by providing opportunities that develop skills, confidence and lasting friendships. We operate from our accessible centre, The Link, in Woking, and within the community.

After a period of growth, we are forming a Senior Management Team (SMT) to guide our next phase of development. We are seeking a Head of Services and Quality (HSQ) and a Head of Finance and Operations (HFO) to work alongside the CEO.

### **Overall Aim**

We are looking for an exceptional individual to join our SMT as HSQ. Working with the CEO and HFO, you will shape strategy, inspire positive change, and lead service delivery teams, fostering a culture of excellence and collaboration.

You will ensure services meet local authority contract targets, internal KPIs, and deliver outstanding outcomes for the people we support. You will drive continuous quality improvement and create fair, transparent processes that value and support staff.

### **About the Role**

The HSQ will oversee all Children's and Adults' Services, supported by an Adult Services Manager, Afterschool Club Manager, and two Team Leaders. You will

directly lead Children's Services, including playschemes, social groups, afterschool clubs, and overnight breaks.

### **Key priorities**

Include building a skilled, motivated team of playworkers and sessional staff through training, coaching, and support. You will also oversee financial management of services with the HFO, ensuring sustainability and compliance with local authority contracts. You'll gather data and feedback to evidence our impact and report on KPIs to the CEO and Trustees.

You will work with the Office Manager to embed our Health and Safety Framework and identify resources to enhance service user experiences.

### **Key Responsibilities**

#### **Leadership and Strategy**

- Inspire a culture of continuous improvement.
- Contribute to strategic planning aligned with LinkAble's mission to ensure sustainability of services
- Report quarterly to the Board on service improvements.

#### **Services Management**

- Oversee all services, leading the services management team.
- Directly manage Children's Services and oversee Adult Services.
- Ensure clear communication, accountability, and staff development.

#### **Team Development**

- Work with the Talent Acquisition and Retention (TAR) Manager to recruit and support staff.
- Ensure robust induction, training, and coaching for playworkers and sessional staff.
- Promote equality, diversity, and career progression.
- Monitor staff retention and engagement.
- Ensure health and safety practices are followed.

#### **Service Quality**

- Drive continuous improvement and person-centred support planning.
- Develop diverse activity programmes for service users.

- Embed co-production to meet service user needs.
- Implement inclusive communication strategies and crisis intervention training.
- Conduct observations and audits to enhance quality.
- Incorporate feedback from service users, families, and staff.

### **Financial Management**

- Develop and monitor service delivery budgets with the CEO and HFO.
- Support fundraising by identifying projects and developing funding proposals.
- Ensure income and expenditure align with contract requirements.

### **Contract Management**

- Ensure compliance with local authority contracts.
- Build relationships with Commissioners and stakeholders.
- Support tender applications for new contracts.
- Collaborate with health and social care professionals.

### **Compliance and Best Practice**

- Keep service-related policies up to date.
- Ensure safeguarding, health and safety, and quality standards are maintained.
- Implement evidence-based practices like Positive Behaviour Support and Active Support.

### **General**

- Follow LinkAble's policies and procedures, with a focus on equality and diversity.
- Undertake training for continuous professional development.
- Support fundraising events and other duties as needed.

### **About You**

We seek a caring, driven leader with experience managing teams in health, social care, or charity settings. You should have a strong track record in both strategic planning and hands-on service delivery.

The ideal candidate will understand high-quality, person-centred care and bring excellent organisational, communication, and leadership skills. Experience in day services, supported living, or residential care for children and adults is essential.

A flexible, 'can-do' approach, coupled with a commitment to LinkAble's values, vision, and dedication to equality, diversity, and inclusion, is key. Some weekend and school holiday working will be required (to be discussed at interview).

<b>No</b>	<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>Evidenced by</b>
	Proven experience of supporting children, young people or adults with a learning disability/autistic people gained from working in a variety of settings	*		CV/application form
	Level 5 in Health and Social Care or similar level qualification in Education, Childcare or Youth Work.		*	CV/Application form
	Experience of embedding person-centred, outcomes-focussed support planning and reviews	*		Interview
	Qualifications and/or extensive experience in LD best practice such as PBS, Intensive Interaction, Active Support, Crisis Intervention, Person Centred support and Communication tools	*		Interview
	Substantial experience of managing a services management team setting objectives, conducting 1-1s, appraisals and identifying training and coaching needs	*		CV/application form and interview
	Experience of managing and motivating a large team of sessional/support workers to deliver exceptional service	*		Interview
	Be a collaborative, inspirational and supportive manager who actively seeks out feedback,	*		Interview

	values others opinions and delegates effectively			
	Demonstrable experience of co-production techniques and ensuring those we support are actively involved in developing services.	*		Interview
	Flexibility to work regular evenings and weekends and school holidays with notice and to be part of an on-call rota	*		Interview
	Knowledge of Health and Safety of premises and vehicles and commitment to ensuring regular checks are completed.		*	Interview
	Team player who actively contributes to creating a positive, open and transparent work culture	*		Interview
	Commitment to Equality and Diversity	*		Interview
	Experience of Safeguarding and prepared to train to be DSL	*		CV/Application form and interview
	Willingness to drive one of our minibuses depending on age and driving experience and after training		*	Interview