



Head of Services – Job Description

Reporting to and deputising for the CEO, this role encompasses leadership and oversight of all Ruhama's service provision to those impacted by prostitution and human trafficking for sexual exploitation. The Head of Services will support the CEO in planning and activity to ensure organisation structure and accountabilities are aligned with strategic and operational requirements, implementing improvements and changes as required.

Key Responsibilities

Service Provision

- To oversee the day-to-day operations of service provision.
- To oversee care plans and a case management system are monitored and regularly reviewed for all service users who are engaged in the service.
- Monitor and evaluate the effectiveness of service provision through mediums such as data collection and analysis, emerging trends, service user and staff feedback, evaluations and audits.
- Ensure the implementation of changes/improvements to service provision based on service users' needs and current trends and patterns.
- Introduce, promote and implement new service models based on evidence-based practice.
- Develop and grow the number and range of interagency partnerships in place with Ruhama.
- Develop and implement annual operational service plan in line with strategic plan priorities and objectives.
- Oversee and review clinical record keeping systems with a focus on outcomes.
- Lead all teams in best practice in relation to Prostitution, Human Trafficking and Domestic and Sexual Gender Based Violence.
- Develop, initiate, implement and participate in Quality Improvement Plans.
- Ensure Ruhama Business Continuity plans are regularly reviewed, tested, and fit for purpose.
- Prepare and progress strong Business cases for future service development.
- Advocate re identified gaps in service provision and problem solve in conjunction with other stakeholders.
- Innovate and facilitate the expansion of the organisation nationally in line with the strategic plan; developing and implementing actions plans.
- Network, liaise & represent Ruhama in public fora advocating on behalf of the organisation and our service user group. Building and participating in alliances with appropriate external

bodies to maximise the impact of Ruhama's resources and activities, while maintaining the autonomy and unique identity of Ruhama.

- Oversee and drive Ruhama's training service to external entities.
- Oversee the development and participation in research on Human Trafficking and Prostitution.
- Oversee planning and review days for the service and provide reports on these to the CEO.
- Identify key risks and ensure they are mitigated and managed to the highest quality standards.

Staff Support

- Provide consistent and excellent leadership skills to support staff in the delivery of all areas of their roles.
- Implement and embed Team Leader structures, ensuring appropriate delegation and development of a strong internal resource at this level, delivering a potential career structure for staff.
- To provide support and supervision to direct reporting staff.
- To manage the recruitment, selection, and continuous development of staff.
- Lead out and manage performance management system.
- Promote and support innovation and adaptation to change at individual and team level.

Finance/Administration

- Annual budget preparation regarding service provision and associated works.
- Ensure all aspects of service provision is delivered in line with budget and immediately report any deviations to the CEO.
- To keep accurate records and document all relevant work on the Ruhama database.
- To monitor, track and evaluate all work planned and undertaken.
- To comply with all Ruhama policies and procedures.
- To attend supervision with the CEO.

Any other appropriate duties requested by the CEO.

The Person

The person specification sets out the essential abilities and qualities needed by the successful candidate for this post.

Qualifications

- A relevant 3rd level qualification in the Human Services Sector e.g., Social Work/Care, Psychology, Nursing, Counselling/Psychotherapy, or related field essential.
- Professional management qualification desirable.
- Evidence of a track record of continuous professional development essential.

Experience & Knowledge

- Five years + in paid management role essential.
- Direct experience of case management model and trauma informed approach essential.
- Experience of staff supervision and support.

- Experience of working with marginalized and vulnerable women with complex needs essential.
- A minimum of three years previous experience at a senior level in an NGO, in public health or social care with socially disadvantaged groups or communities essential.
- Knowledge of evidence-based interventions for those who have been sexually exploited.
- An understanding of the exploitative nature of prostitution and its impacts on individuals involved.
- A working knowledge of the commercial sex trade and the issue of human trafficking.

Skills and Abilities

- Excellent communication, leadership, and inter-personal skills across all levels of the organisation.
- Willingness, potential and availability to deputise for the CEO; to represent Ruhama and to advocate at all levels.
- Ability to consult, liaise, advocate and negotiate with a multitude of stakeholders.
- Ability to manage challenging behaviour and complex issues.
- Demonstrate management competence and professionalism to carry out the duties and responsibilities of the role.
- Demonstrate effective analytical, problem solving and decision-making skills.
- Display skills to motivate and develop staff to deliver quality services.
- Capacity to manage a wide range of activities at once and effectively work under pressure.
- Ability to contribute proactively, positively, and effectively across the organisation.
- Commitment to meeting the needs of excluded and marginalised people.
- Respect for the values and ethos of Ruhama.
- A strong interest in the area of social justice and human rights.