

Group Director, Integrated Services & Commissioning

Department

Children, Young People, Education and Skills

Reports to

Director General for Children, Young People, Education and Skills

Job purpose

1. Support the Director General for Children, Young People, Education and Skills, Departmental Commissioning Directors and other Directors General as required, to ensure that children, young people and families in Jersey have the best chance to succeed and fulfil their potential through:
 - a. Providing the strategic leadership for the development of the Department's commissioning capability;
 - b. Provide the strategic line management, leading the design, implementation and evaluation of inter- and intra-Departmental integrated services, with particular responsibility and accountability for the Right Help Right Time (prevention and early intervention) and Children's Health and Wellbeing services.
 - c. Provide senior line operational management for a number of integrated services to children and families including early intervention services, health and care community based services to children with special and complex needs, Child and Adolescent Mental Health Services and cross department functions including the 'Office' and Commissioning services.
 - d. Overseeing, and leading as appropriate, a departmental change programme of major projects/service reviews (the Departmental Change Programme) in a diverse partnership environment.
2. Establish and nurture highly effective collaborative arrangements within the Department, with other Departments, with partner bodies and voluntary and community groups to ensure that changes focus on achieving consistently good outcomes for children. Ensure close working, in particular, with the Group Director for Education, Director for Young People, Further Education, Skills and Learning and the Director for Children's Safeguarding to deliver effective change projects that meet the needs of children now and in the future.
3. Work closely with the Chief Operating Officer and Team Jersey in relation to the cross-government modernisation, digital and culture change programmes to maximise performance and delivery of the overall One Gov transformation strategy; encouraging a learning and organisational culture focused on improvement, high performance and accountability.

Job specific outcomes

Secure an outcomes-based commissioning approach across the Department, and in collaboration with other Departments and partners, to ensure that the outcomes in the Government Plan, Children's Plan and other relevant strategies and plan are delivered.

Lead the design, implementation and evaluation of a range of specified integrated services for children, young people and families, including – but not confined to – Right Help Right Time and Children's Health and Wellbeing. In doing so, ensure effective collaboration with other Government Departments and partners.

Have senior operational responsibility for a number of departmental wide services such as those comprising Right Help Right Time and Children's Health and wellbeing.

Collaborate effectively with the Group Director and Directors in the Children, Young People, Education and Skills Department, and other Government Departments, to identify, scope and implement a robust, future focused and dynamic strategic programme (Change for Children) consisting of major change projects that is underpinned by an outcomes-based commissioning approach.

Ensure a clear and unambiguous line of accountability to the Director General, supported by high quality programme and project management reporting and the use of quality information and metrics, to support the effective understanding of impact and progress.

Lead the development and delivery of appropriate governance arrangements and performance standards in the Department and with all partners to ensure the effective leadership, management and achievement of programme and project ambitions to deliver citizen-focused, integrated services for children and families across the Island.

Ensure the provision, development and maintenance of highly motivated programme and project teams. This should be reflected in effective human and financial resource planning. These requirements should be supported by the establishment of, and/or compliance with, codes of conduct and standards for the delivery of change/modernisation activities which are in accordance with Government policies and relevant regulatory and other requirements, resulting in appropriate standards of performance.

Promote the identification and management of risk through the active use of registers and delivery of actions to mitigate risk.

Ensure effective communication with staff, with service users, carers and key partners which in accordance with corporate policy, ensures appropriate consultation in planning decision making and review. In pursuing this, to develop and provide service information to promote public awareness of the range of services provided, and how they can be accessed.

Ensure an effective framework for the analysis and scrutiny of performance data and trend profiles against local and national standards to secure continuous improvement.

Maintain, model and take personal responsibility for the highest standards of personal behaviour, probity and professionalism.

Ensure that the commissioning and contractual arrangements in place for services are of an appropriately high standard and that there are systems in place to ensure performance and financial probity.

Statutory responsibilities

Active engagement, participation and compliance with any statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the States, Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Services

The role is responsible for the deployment and effectiveness of the Department's cross-cutting outcomes-based commissioning approach.

The role is the senior manager with operational responsibility for a range of cross-cutting integrated services to children, young people and families, including the Right Help Right Time and Children's Health and Wellbeing services. The Group Director will be expected to take responsibility for other relevant services as required and subject to agreement with the Chief Executive Officer or the Director General.

The Children, Young People, Education and Skills Department has established a Change for Children which consists of a rolling programme of significant major projects. This role involves working with the Department's Director General, Group Director and Directors, and other Directors General across the Government, to provide overall leadership on the identification, specification, authorisation, resourcing and delivery of large scale, cross-cutting major projects within the Department and across government.

Organisational structure



Core leadership accountabilities	
Ministerial relationships	Provide guidance and support to Ministers, translating their political visions and priorities into coherent initiatives that will deliver their intended outcomes
Finance and performance	Be responsible for significant delegated budget and resources ensuring that they are allocated effectively for the delivery of intended outcomes in a manner which demonstrates values for money and compliance with relevant policies and guidelines
Corporate parent	Be responsible for providing the best possible care and safeguarding of children and vulnerable adults in the Island, by creating collaborative, efficient, and joined up public services where children and vulnerable adults can flourish in a healthy, safe educational and social environment.
Customer and Islanders	Ensure that there is a clear and consistent focus across the organisation and its partners on delivering inclusive and an outstanding customer service experience to all customer and Islanders
People management	Provide strong and inspirational leadership, promoting a culture of high performance, continuous improvement, innovation. Be responsible for optimising workforce capability, ensuring fair and transparent approaches talent management and resourcing decisions that promotes diversity and inclusive. Develop workforce plans that ensure the capability and capacity required to meet current and future business requirements
Jersey Standard	To be responsible for creating the Jersey Standards. A performance and service excellence framework for the States of Jersey
Partnership	Develop effective internal and external partnerships and collaborative working to achieve the strategic vision of One island, one community, one government, one future. Act as a positive ambassador for the Island and the States of Jersey.
Governance, compliance and organisational reputation	Provide assurance that strategic decisions are being made in accordance with governance arrangements, relevant legislation with particular reference to Jersey Laws, statutory requirements and policy and operate within an acceptable level of risk. Lead by example and behave in accordance with the code of conduct, carrying out duties within profession good practice and legal standards.

Executive traits and behaviours

Make the right impact	Inspires others, is visible, adaptive, authentic and engenders trust
See things through	Demonstrates courage, takes responsibility, is resilient and tenacious
Move at pace	Learns quickly, is curious, agile and innovative
Makes things happen	Thinks strategically, acts tactically, creates social value through commercial approach

Creating conditions for success

Builds powerful relationships	Achieves through influence not control, promotes teamwork and partnership
Builds and sustains effective alliances	Forges dynamic alliances with others to provide world class services
Creates capability	Successfully leads team, realises potential, creating a learning environment where talent thrives
Creates a successful team Jersey culture	Works corporately to create cohesion, breaks down silos and achieves through common goals
Generates ambition	Sets the highest performance and ethical standards, hold people to account
Delivers transformation	Articulates a clear vision, wins hearts and minds and takes balanced risks

Person Specification [for recruitment only]

Specific to the role

An experienced professional senior manager with an extensive proven track record in the management of people and resources including strategic management and business planning of a multi-disciplinary workforce including clinical, professional, technical and support staff.

The post holder will be a qualified Social Worker with significant post qualification experience in a relevant service area. In addition, senior management experience, preferably in a health and/or social services setting, is essential

Demonstrable experience of quality frameworks and performance management, together with an in-depth understanding of professional cultures and their impact on the development of services.

Experience of managing risk and supporting vulnerable adults, children and families in the community.

Up to date knowledge and experience of planning, management and delivery of health and/or social care services.

It is essential that the post holder has a good understanding and knowledge of relevant legislation and service developments.

An effective change manager, who should be able to quickly grasp those service design issues pertaining to modern community based Services.

Able to demonstrate dynamic leadership and strong inter-personal skills to command the respect and confidence of other health and social care professionals, executive directors, politicians and of the general public.

Generic to senior leaders

Demonstrate significant experience of working in a senior role in a political environment and evidence of the ability to challenge and negotiate with a wide range of stakeholders.

Demonstrate knowledge and understanding of the challenges that the States of Jersey faces, matched with an understanding of the policy and governance requirements for the department accountabilities within the role.

Demonstrate a proactive, credible and authoritative voice on behalf of the Island with evidence of successful lobbying of senior government figures and counterparts, and other influential stakeholders.

Ability to build and develop strategic relationships, influencing and negotiating with a wide range of stakeholders and partners to achieve outcomes.

Demonstrable track record of leading, motivating and managing teams to achieve high performing and significant sustainable service improvements and outstanding results, within agreed budgets to meet agreed targets and strategic objectives, within an organisation of a comparable scope and complexity.

Experience of developing and sustaining a culture that meets the needs of and engages with customers and staff within an inclusive, open and high-performing environment.

Demonstrable evidence of applying creative and business like approaches to managing demand for services to deliver cost effective and efficient outcomes.

Demonstrate the capability and capacity for critical thinking and ability to apply this insight in a practical and engaging manner.

Qualified to degree level or equivalent qualification or relevant experience.