

Director of Services

October 2018

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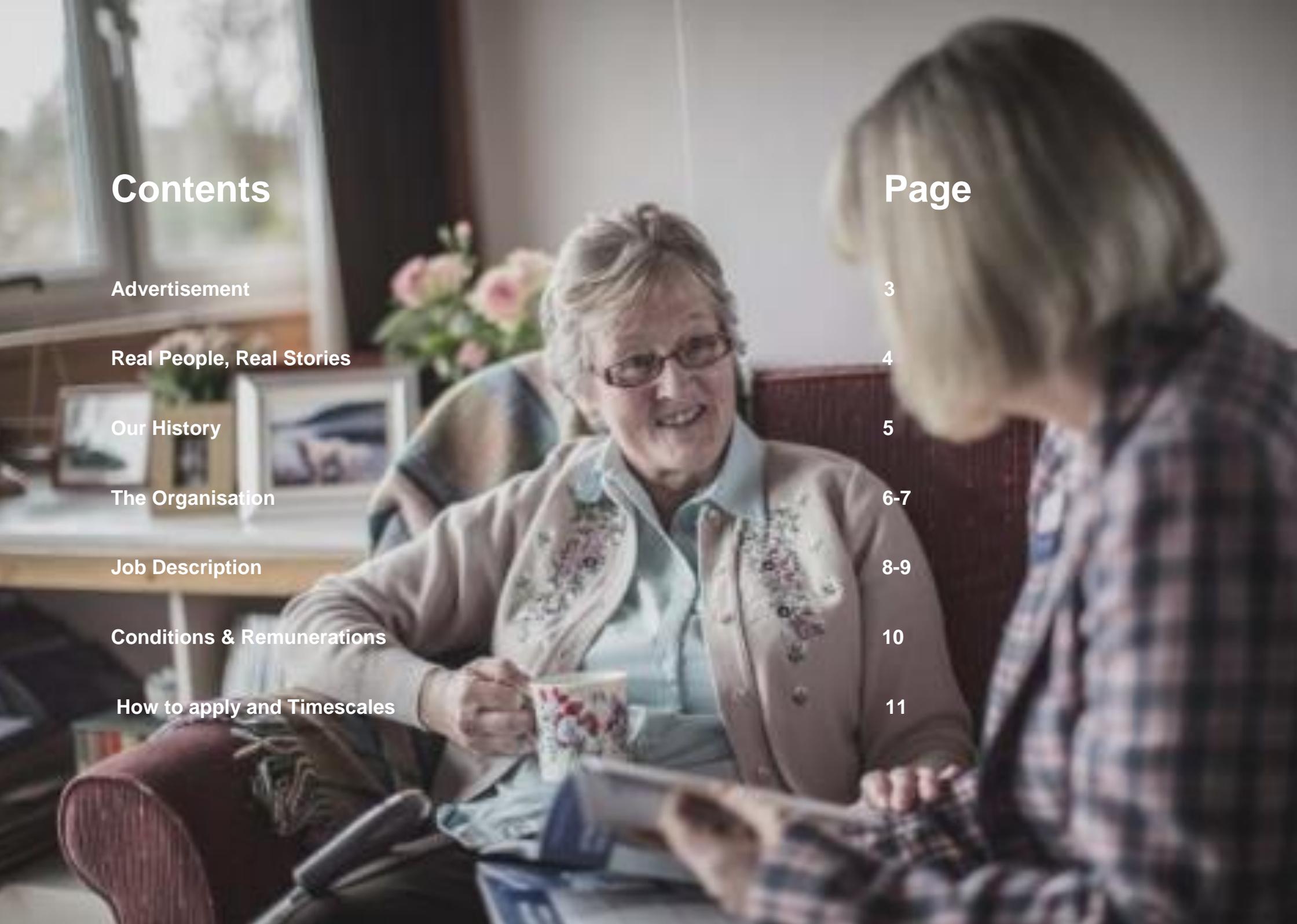
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Badenoch & Clark Executive is delighted to partner with Chest Heart & Stroke Scotland to appoint an exceptional individual to the role of Director of Services.

Chest Heart and Stroke Scotland is determined that the people of Scotland have the access to the support and rehabilitation services that will help them live healthier lives. The Vision launched earlier this year of **No Life Half Lived** outlines the ambition and determination to ensure that our services have a positive impact on the lives of the people we support, and their families.

In this strategically focused role you will lead the development, delivery and evaluation of high-quality needs based services. Whether building on existing services or devising a new approach, your leadership will drive our mission that that every person with chest, heart and stroke conditions in Scotland can secure the expert help they need.

This role requires someone with a strong partnership ethos who can, not only engage with existing partners, but identify new possibilities for collaboration.

With a strong leadership ethos, you will have a proven track-record delivering innovative, inclusive and outcome-focused services. You will be courageous and have the ability to adapt to the needs of our people and the environment which we work in, ensuring the quality of our services is what we want it to be, now and in the future.

If you want to join a committed and determined team who are beginning a revolution in how chest, heart and stroke conditions are debated, discussed and understood in Scotland, please get in touch.

For further information or for a confidential conversation please contact Badenoch & Clark Executive on +44 (0)141 220 6460 or e-mail ScotlandExecutive@badenochandclark.com

Applications in the form of a tailored CV and covering letter, highlighting your skills and experience pertinent to the role, should arrive no later than midnight Tuesday 23 October.

Please send e-mail applications to ScotlandExecutive@badenochandclark.com

Real People, Real Stories

Graham's Story

I head up an international trouble-shooting operation, serving major clients in Europe, America and Asia. Between family and work – life is very busy and I love every aspect of it.

In 2014 though, while working in England, I felt like I was coming down with a heavy cold and it was difficult to breathe properly. My symptoms worsened and I was diagnosed with heart failure.

My condition is now managed with medication. Thanks to an additional text messaging support system, I've been able to continue my lifestyle. The system is known as Florence and is part of a pilot project in Lanarkshire. It aims to help patients, like me, who have had hospital treatment for heart failure. I've been provided with equipment and shown how to self-monitor details like my weight and blood pressure. I then text the details to an automated system, programmed by specialist nurses with my individual health details.

The service replies with advice and information, like medication reminders, all based on the latest reading. Crucially, it can identify flare-ups at the earliest stage.

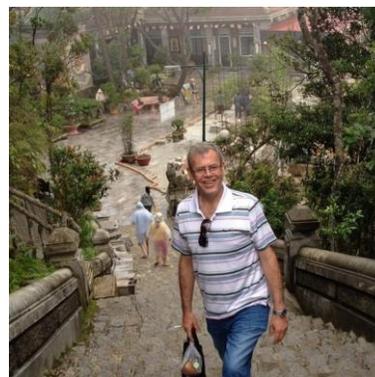
If anything unusual is detected, I received an automated message. A specialist nurse is also alerted – who can contact me with advice or help by phone or text message who can contact me with advice or help by phone or text message, or even arrange medical assistance if necessary.

I also receive periodic visits from my heart failure nurse. After my initial hospital treatment, I was advised that I required weekly checks. Every Wednesday, wherever I am in the world, I send in my readings. So far, I've sent information from Paris, Milan, Hanoi and New York.

I see the Florence system as a safety blanket and international lifeline, all in one. I can get on with my life, knowing there are experts in the background keeping an eye on me.

For more Real People, real Stories, visit:

<https://www.chss.org.uk/us/real-people-real-stories/>



Our History

Enormous changes have taken place over the last century, but few can have had more impact on the lives of ordinary people than developments in public health and medical treatment. In 1899 the major conditions - tuberculosis (TB), hypothermia, and scarlet fever - were still our main killers, taking thousands of lives of children and young adults in a way we can scarcely imagine today. By far the biggest threat came from TB, commonly known as consumption.

In Scotland alone 7,000 people died annually of the disease and many thousands more were left debilitated, destitute and orphaned. It was against this background that the National Association for the Prevention of Tuberculosis (NAPT) was formed in 1899. Under its first patron, The Prince of Wales (later Edward VII), the NAPT brought together the most distinguished doctors to work for the eradication of the disease.

For 50 years the charity raised public health campaigns, developed sanatoria and clinics - based on Robert Philip's pioneering dispensary in Edinburgh - and supported individual patients and their families. By 1948 the death rate from 'the white plague' had been reduced by nearly two-thirds. Over the next decade, the introduction of new drugs finally dominated this disease. Again this pioneering work was carried out in Edinburgh, by a remarkable team under Professor (later Sir) John Crofton, who served for many years as a member of the Chest Heart & Stroke Scotland Council.

Meanwhile, the NAPT broadened its scope, incorporating other chronic chest diseases such as bronchitis, and addressing the rising concern over the impact of heart and circulatory disease. In recognition of these developments, the charity changed its name, becoming the Chest and Heart Association in 1948, and taking on stroke in 1976.

In 1991 we became known as Chest Heart & Stroke Scotland (CHSS). This progression reflects the major changes in Scotland's health problems over the past century. Where once infectious diseases were the main killers, today we suffer from amongst the world's highest rates of heart disease, stroke and chronic respiratory illness.

As living standards have improved and our population has aged, new health problems have replaced the old. What has not changed, however, is our commitment to tackling these.

Our aim today is to improve the quality of life for people affected by chest heart and stroke illness in Scotland. Like our predecessors in the NAPT.

The Organisation

Our Vision

Welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and right place. A place where you can shape your future and live the life you want to lead.

Our Mission

Welcome to a community where people can support each other, secure the expert help they need and collectively advocate for the care that matters to them. Welcome to the charity that never underestimates the power of a cup of tea, a conversation started, a recovery begun.

Why us?

Chest Heart & Stroke Scotland understands and respects the views and experiences of people with some of Scotland's most prevalent long-term health conditions. We know that the true power of living the life you want to lead is in people and communities coming together. We are in the business of ensuring people with our conditions have that space and support as anything else is unacceptable to us. Our history and experience provides an evidenced and solid backdrop to face the current challenges of living with our conditions in Scotland in the 21st century.

As we have evolved, from our beginning as an organisation focused on eradicating tuberculosis, to our current form, so too have the hopes and fears of people living with our conditions. We have a 'power of three' effect emanating from the three condition areas we work in – and that power comes from the voice and experience of our people living with chest, heart and stroke conditions.

We want to help people breathe better. We want people's hearts to work as well as they can. We want to make sure that everyone has the best recovery possible after a stroke.

Welcome to working with us to create a Scotland where No Life Half Lived is achieved through being led by people with chest, heart and stroke conditions and informed by their families & carers, friends, colleagues and healthcare professionals.

No Life Half Lived means we need to listen to people with our conditions and deliver well for them. We have identified four goals to get us there.

- We will place our focus on addressing the unmet needs of people with our conditions - social, emotional, and physical - across all Scotland's communities.
- We will be led by our people: people with lived experience of our conditions, their families & carers, friends, colleagues and healthcare professionals.
- We will secure the funding required to deliver via a diverse income portfolio that is consistent with our values and ethical approach.
- We will be effective and accountable in all that we do.

We have developed six values to guide us in delivering against our goals:

- **Agile:** we will be able to adapt to the needs of our people and the environment we work in
- **Innovative:** we will look for improvement in what we currently do and be creative in developing new services
- **Inclusive:** we will adopt a human rights based approach to our work and ensure we are accessible
- **Accountable:** we will take ownership for our work and hold decision makers to their responsibilities
- **Collective:** we can only achieve our goals by working together and learning from each other
- **Courageous:** we will say what needs to be said and do what needs to be done to meet our goals



Job Description

Main Purpose

To provide exceptional and engaging strategic leadership to ensure that CHSS develops, delivers and measures high-quality, evidence needs based services:

You will define, design and work with Colleagues to lead the delivery of:

- Life support Services – services that enable our people to live well with their condition beyond formal public services. This can include staff or volunteer led services and currently covers our rehabilitation services
- Health and Social Care Partnership Service – services that ensure medical and clinical services are delivered well. This includes our current contracts to deliver stroke nurse services with six health boards and a number of rehabilitation services across Scotland

And contribute to:

- Innovation and Consultancy Services – one to three year demonstrator projects and programmes plus marketing our expertise in engaging the service user voice, redesigning services and understanding what matters to people

Strategic Development

- Be an active and vocal member of the Executive Team contributing to collective responsibility for decisions and actions
- Undertake analysis work, present information and advise Colleagues and the Board on the operational implications of strategic decisions associated with the delivery our Vision, Mission and Strategy
- Ensure policies and procedures drive and support our plans
- Create the functional strategies and plans in relation to our services to support our vision of No Life Half Lived
- As a credible and highly-visible ambassador, represent and advocate for CHSS at local, national, sectoral and governmental level to manage existing services in addition to developing and designing new services
- Maximise development and partnership opportunities by leveraging and building your professional network
- Ensure the team culture and structure is optimised to deliver the expectations

Leadership and People Management

- Create and communicate the strategies, direction and expectations of your teams
- Demonstrate a clear link between the vision, the corporate goals and day-to-day activity
- Deploy effective leadership skills and lead by example to build and maintain a positive culture that focuses on people development and a safe, secure, and healthy working environment
- Ensure the team has role clarity and personal development plans
- Encourage staff learning and development and support career development

Financial Management

- Deliver objectives within agreed financial budgets
- Manage annual budget setting process within your team
- Review the financial performance of the teams on an on-going basis

Functional Management

- Deploy the required operational policies and strategies to support the Strategy
- Create the processes and infrastructure to facilitate timely performance management. Manage and at times create from scratch the contractual and service level agreement processes required to manage clinically partnered service
- Develop an appropriate hierarchy of measures and evaluation which will manage the service delivery
- Feedback successes and shortcomings to create a continuous improvement loop
- Take timely corrective action to address issues & problems
- Work with colleagues to provide media and comment on service and policy related matter

Experience, Qualifications and Skills Level

- Degree level, or equivalent, with demonstrable experience in a leadership role
- Design and implementation of strategic projects and services that deliver
- Driving forward significant change at a senior level
- Clear people and results orientation
- Demonstrable analytical and problem solving skills
- Excellent interpersonal and influencing skills.
- Exceptional organisational and priority management skills
- Strong written and verbal communication skills

Conditions & Remuneration

Salary	c.£55,000 per annum
Hours	32.5 hours per week
Benefits	<p>Annual leave – 36 days on appointment increasing to 42 days per year</p> <p>Pension Scheme – Group Personal Pension Plan where you can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS, the emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life</p> <p>Life Assurance - All employees are eligible on commencement of employment with CHSS for a death in service benefit of two times salary</p> <p>Hospital Saturday Fund Health Plan - a not for profit health care organisation offering a wide range of health care benefits for employees and their families</p>
Location	Edinburgh
Additional Information	Equal opportunities - CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity

How to Apply

To apply for the post, please send a tailored CV and covering letter to ScotlandExecutive@badenochandclark.com

Please note that the covering letter should be no more than 2 pages of A4 and should summarise your relevant skills and experience and motivations for applying for this role.

If you would like a confidential, informal discussion about the role then please contact Badenoch & Clark directly on +44 (0)141 220 6460 or e-mail the above mentioned e-mail address.

Timescales

Closing date for applications	Midnight Tuesday 23 October
Interviews	Tuesday 27 and Wednesday 28 November



NO LIFE HALF LIVED

#NoLifeHalfLived

Badenoch & Clark has been helping clients and candidates make the right connections since 1978. Our executive search, permanent, temporary, interim, contract and RPO recruitment solutions unite professional talent with top employers across a vast range of sectors and functions, from procurement & supply chain, project management, accountancy, legal and business change, to banking, marketing and communications fundraising and HR.

Our Scottish team delivers these services from our Glasgow and Edinburgh offices and we pride ourselves on the ability to give our clients and candidates a competitive edge. Whether you're taking the next step up the career ladder or building a bespoke recruitment strategy to meet your wider business goals, we help professionals make the valuable connections that are crucial for success. We focus on delivering a first-class recruitment service time after time. Our long-term relationships, our industry-specific expertise and our unrivalled reach set us apart.

Badenoch & Clark is the Professional Services and Executive Search arm of Adecco, a Fortune 500 business headquartered in Zurich and the world's largest human resource consulting and Recruitment Company. Badenoch & Clark operates from 16 locations in the UK and nine countries across Europe. Using our national and international networks help clients and candidates make the right connections.

For further information, please contact our Executive Search team in our Glasgow office:

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