NICS HR

Interchange Unit

# Hosting Opportunity Proforma

Victims & Survivors Service

Name of Host

Organisation

**1. Interchange Manager’s details**

Daniel Devlin

Name

Organisation/

VSS / Human Resources

Department

1st Floor, Seatem House

28 – 32 Alfred Street

Belfast

BT2 8EN

Address

028 9027 9100

N/A

Telephone Fax number

Number

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E-mail

Type of Opportunity

**Head of Health and Wellbeing Services**

Secondment - 2 years with the possibility of an extension for a further year; subject to the agreement of all parties

**2. Details of hosting opportunity**

Description of opportunity

The Victims and Survivors Service (VSS) was established to deliver support and services for all victims and survivors of troubles/conflict-related incidents.

The VSS is seeking the appointment of a Head of Health & Wellbeing Services who will be responsible for managing the quality and effectiveness of all health and wellbeing services provided to victims and survivors.

Reporting to the CEO, this role will be supported by 6 managers.

Main objectives of the opportunity

**Management of Victims and Survivors Service (VSS) Health and Wellbeing Services**

* Provide outcomes based Monitoring and Evaluation of Health and Wellbeing services.
* Provide Programme Management of Individual Needs Programme.
* Lead and facilitate the Victims Practitioners Working Groups and the Health and Wellbeing caseworker network.
* Responsible for the Clinical Governance arrangements internal to the Victims and Survivors Service and overseeing the clinical governance within funded community and voluntary organisations.
* Lead the development and delivery of a support service to all victims and survivors of the Northern Ireland conflict as defined in the Victims and Survivors (NI) Order 2006.
* Commission support or services to meet assessed needs through Service Level Agreements and contracts with a range of statutory, voluntary and community sector providers.
* Liaise directly with The Executive Office, the Department of Health and other Government Departments.

**Leadership**

* Work closely with the Head of Corporate Services to collectively meet the Corporate and Business Plan targets of the Victims and Survivors Service.
* Provide effective professional leadership to the Victims and Survivors Service in delivering the strategic and business plans.
* Demonstrate an inclusive style of leadership which motivates staff, develops commitment, encourages innovation and builds positive relationships with Government Departments, stakeholders, clients and individuals.
* Demonstrate a high level of personal integrity and maintain professional standards throughout the organisation.

**Communication and Engagement**

* Provide effective and timely advice and information to the Chief Executive Officer, the Board, The Executive Office and other members of the Senior Management Team.
* Provide support for plans and programmes and demonstrate the ability to problem solve innovatively.
* Contribute to the development of effective working relationships with other bodies exercising functions relating to victims and survivors.
* Establish good working relationships and effective communication with the Executive Office and the Department of Health. The main focus of this relationship will be to promote the delivery of health and wellbeing services to victims and survivors.

**Policy and Strategy**

* Support the Chief Executive Officer and the Board, for Business Planning purposes, ensuring that the outcomes contained within the plans align to those of Ministers and Government.
* Support the Chief Executive Officer in the co-ordination and cascading of top level strategic goals to intermediate and lower level operational plans and targets.

**Personal Development, Performance and Professionalism**

* Endeavour to ensure the ongoing confidence of VSS stakeholders, maintaining the high standards of personal accountability.
* Develop interpersonal skills and self-motivation required to facilitate liaison with practitioners and management within the VSS funded organisations.
* Work outside standard business hours (9-5pm) may be required on occasion: the successful candidate will therefore need to be flexible in terms of availability.

**3. Skills requirements**

What qualities, skills and experience is required from the individual

**General**

* The characteristics and overall level of knowledge and skills which have to be most commonly applied in this role include the provision of comprehensive knowledge, professional advice and authoritative recommendations on a diverse range of matters pertaining to the strategic and operational activities of Victims and Survivors Service.
* The post holder must be an analytical, strategic and conceptual thinker with strong interpersonal skills to influence stakeholders. The post holder will also need to possess the drive and ability to develop, manage and maintain important networks, whilst implementing change.
* The role holder must have experience of participating in top level meetings and understanding the associated protocols. There must be a proven track record of successfully forging, managing and maintaining constructive working relationships with all stakeholders to develop solutions to difficult or contentious issues.

**People**

* Developing, maintaining and enhancing effective working relationships with a wide range of external contacts which will include members of the public, the statutory and voluntary/community sector, colleagues and other appropriate stakeholders. The post holder must possess excellent people management, influencing and negotiation skills.

**Planning and Organising**

* Planning and organising of work to ensure the most effective use of available time and resources. Obtaining and organising information and resources to support work activities in line with policies and procedures, along with working to tight deadlines and having the ability to work under pressure.

**Problem Solving**

* Identifying and interpreting problems, generating solutions and taking appropriate action to deliver solutions.

**Information and Communication**

* Communicating effectively both orally and in writing. Having the ability to receive, process and gather relevant and at times, complex information and to communicate information and advice in a manner that is understood, is timely and is tailored to the needs of the recipient. Excellent communication and interpersonal skills are necessary as the role will include the delivery of formal presentations.

**Transport**

* As occasional travel is required throughout Northern Ireland, it is therefore an essential requirement for applicants to hold a current Full UK Driving License with access to a car. This will be waived in the case of an applicant whose disability prohibits driving but who is able to organise suitable alternative arrangements.

**4. Personnel: Please state below**

Who will the individual report to?

Chief Executive Officer (CEO)

Who will be the individual’s line manager and/or reporting officer?

Chief Executive Officer (CEO)

**5. Transfer of learning**

Please give details of how the Opportunity will benefit your organisation, the

individual and their organisation.

Victims & Survivors Service will benefit from the introduction of new approaches, techniques and perspectives from the successful individual.

The introduction of alternative processes and thinking will allow for the creation of a tailored service methodology benefiting the organisation in terms of efficiency and most importantly furthering VSS standards of performance in meeting the requirements of our Clients.

The successful individual will gain a unique perspective and knowledge in the provision of excellent client services within the victims sector. In doing so the knowledge gained will benefit the individual’s organisation through the transfer of learning and approaches utilised within the VSS.

**6. Logistics**

Please provide details of the likely start date, duration, location, resources (i.e.;

desk, PC, fax etc.) and funding arrangements for the opportunity.

**Start Date:** May 2018.

**Duration:** 2 years with the possibility of an extension for a further year; subject to the agreement of all parties.

**Location:** Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN.

**Salary:** £47,749 to £52,334.

**Funding:** The Victims and Survivors Service (VSS) will pay the total salary costs to the home department / organisation on a full cost recovery basis.

**Travel:** Travel in Northern Ireland, potential travel to ROI & UK.

**Selection:** Paper sift & Interview.

**Contact:** For further information about the post please contact Victims and Survivors Service by email at [recruitment@vssni.org](mailto:recruitment@vssni.org).

**Closing Date:** 5.00pm on Friday 16 February 2018.

**7. Endorsement**

**Interchange Manager**

Daniel Devlin

Signed

29 January 2018

Date