

SCOTTY'S LITTLE SOLDIERS
Head of SUPPORT – Job Description

Reporting to: Head of Members
Based: Office – King's Lynn, Norfolk
Salary: £40,000
Type: Full Time (37.5 hours), Permanent.

Introduction.

Scotty's Little Soldiers, the charity for bereaved British Forces children, provides help to young people aged 0-25 through 4 Assistance Programmes: Smiles (*fun & engagement*), Support (*health & well-being*), Strides (*education & development*) & Springboard (*19-25 year olds*).

We are looking for a Head of SUPPORT to develop and lead the health and well-being part of the charity's delivery programmes.

Summary.

The Head of SUPPORT is a challenging and exciting new role responsible for the strategic direction, leadership and management of the charity's SUPPORT Programme. Reporting directing into the *Head of Members* who holds overall accountability for all of the charity's delivery programmes. Initially the role will require a high (but largely remote) level of direct contact with beneficiary families, becoming more strategic as the Programme and the team grows.

The key duties for this role are;

- The overall leadership of the SUPPORT Programme including the management of any future SUPPORT personnel.
- Development and management of a strategic plan for the charity's SUPPORT (health & well-being) Programme.
- Responsibility for the charity's therapeutic activity and safeguarding policies.
- Developing external relationships and establishing a network of referral partnerships.
- Organising, and developing the activity programme for, an annual therapeutic weekend for beneficiaries.
- Recruitment and co-ordination of a team of appropriate volunteers, mentors and buddies.
- Where appropriate, providing direct guidance to beneficiary families and helping them to receive the support they need, whether delivered in-house or by a third-party.
- Working with the Senior Management Team (SMT) to develop an effective case management system.
- Representing the charity & beneficiaries at health & well-being related events, sector briefings, case conference meetings and partnership meetings.
- Developing effective performance monitoring tools for the Support Programme in conjunction with the SMT (both quantitative and qualitative).
- Creating an effective feedback system with beneficiaries to enable focussed Support programme development.
- Maintain their CPD / qualifications and those of future Support team members.

Please also see 'Head of Support Person Specification' document.