



TBcm



**Deputy CEO  
and Director of Care  
and Quality Governance**

Improving people's lives in Northern Ireland

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# Introduction

## Dear Candidate

I am delighted that you are considering the opportunity to join Belfast Central Mission (BCM) in this exciting new leadership role of Deputy CEO and Director of Care and Quality Governance.

BCM is an agency of the Methodist Church in Ireland. Founded in 1889, BCM works with people of all ages in communities throughout Northern Ireland. Through our wide range of social care projects we are able to make a positive and lasting impact on individuals who might not otherwise get the help they need.

Our Mission, or purpose is to improve people's lives across Northern Ireland and in order to achieve this we have set ourselves three goals based around Excellence, Growth and Influence.

### Excellence

BCM has a well-deserved reputation for delivering excellent social care services and this is evidenced by our award-winning projects and services. This excellence is down to the dedication and hard work of our staff and volunteer team and we want to continue to build on this.

### Growth

These excellent services have enabled BCM to grow significantly over the last number of years

and we now have over 200 staff and a turnover in excess of £5m. We have exciting plans for 2020 and beyond to continue this growth.

### Influence

We believe that it is important that we use our influence with other organisations and stakeholders to improve people's lives and this will be a priority area moving forward.

We are about to embark on what is arguably one of the most exciting chapters in our organisation's history and we are looking for an exceptional individual to join our Leadership Team. That person will share our values of respect, integrity, being person-centred and with a commitment to service excellence and our passion for improving people's lives. With expertise and experience gained in a social care context, the postholder's key priority will be to develop the strategy and operational delivery of BCM's care services to world class standards.

We will be looking for an individual who can deliver continuous, evidenced improvement in our services, and who is adept at establishing and maintaining robust relationships with key external organisations.

If this sounds like you, we look forward to hearing from you.

**Nicky Conway**  
**Chief Executive**



# We are BCM

BCM (Belfast Central Mission) is an agency of the Methodist Church in Ireland and one of Northern Ireland's oldest charities.

It was established in 1889 as part of the church's response to inner city poverty and deprivation in Belfast.

BCM's motivation was then, and remains, meeting the needs of the whole person, spiritual, emotional, social and physical through its diverse social care projects and five congregations at Grosvenor Hall, Sandy Row, Donegall Road, Belfast South and the Church of the Resurrection.

Whilst of Methodist origin, BCM requires no religious commitment from any of its staff or those who benefit from its services and aims to help people in need, irrespective of religious, ethnic or political affiliation.

Since its foundation BCM's work has developed beyond Belfast and it now actively seeks to develop services across Northern Ireland.

BCM is a registered charity and company limited by guarantee and is governed by a Board of Directors which is responsible for the overall governance.

The Board delegates authority to BCM's Executive to act on its behalf in relation to the overall governance and strategic direction of BCM in accordance with the Memorandum and Articles of Association and other legal and regulatory guidelines.

**We are a charity with a strong ethos and value base.**

Our values are important to us and they underpin our desire to win trust and confidence in what we offer and how we engage with people.

We will act in a principled and responsible way in all that we do and we have a strong commitment to our values.

# Our Mission and Values...

Our mission is...  
“to work with  
people in  
Northern Ireland  
to improve  
their lives”



**We want BCM to be recognised as an excellent, professional service provider offering support to vulnerable people who turn to us at a time of need in their lives.**

Our values are important to us and they underpin our desire to win trust and confidence in what we offer and how we engage with people.

We will act in a principled and responsible way in all that we do and we have a strong commitment to a set of values as follows:

## **Respect**

Inclusion, compassion, dignity and respect for each individual are at the core of everything we do.

This extends to service users, colleagues, volunteers, congregation members and the wider community we serve.

## **Person-Centred**

We will work with people to empower them and together we will find solutions that reflect individual needs and address the range of issues that might be preventing a person from enjoying a fulfilled life.

We will seek to address people's social, spiritual, environmental and emotional needs.

## **Integrity**

A commitment to openness and transparency in how we operate and use our earned and gifted resources – public and private.

We are accountable to stakeholders and beneficiaries for our use of resources.

## **Excellence**

BCM will work to continuously improve services and pursue high levels of stakeholder and service user satisfaction.

# What we do...

## Housing Support for Older People

**Belfast, Dungannon, Craigavon, Armagh & Newry**

We provide much needed practical and social support to vulnerable older people who may be dealing with small issues or crisis situations when they need emotional and practical support to help them within their homes.

Very often there is no family support and our support workers become like a family member to them. Our relationships with our service users are based and built on trust.

It's well regarded by funders as a supportive and caring service that can be relied upon to support those who find themselves in difficult positions.

## Housing Support for Young People

**Dungannon, Ards, Bangor and Magherafelt**

Our aim is to empower young people to live independently in their own homes. We work with young people aged 16-25 who are experiencing difficulties with their current tenancies, who are homeless or who require help to develop independent living skills to maintain their tenancies.

## Community Services

**Greater Belfast**

We offer a Wednesday Lunch Club, Tea Dances, Holiday Programmes, Christmas Programmes and Befriending Services in the greater Belfast Area for our older service users.



## Parents' Support Project

### Ards and Dungannon

We work with young parents on a one to one and group basis. Throughout the year we work with young people to help them develop and enhance their parenting skills. We support the young parents and their children in a variety of ways including home visits, attending medical appointments, signposting to other services, helping them to deal with challenging behaviour as well as offering additional services such as a regular baby morning or organising a short holiday for them.

## Therapeutic Counselling

### Newtownards

We have a therapeutic counselling service in Newtownards with an accredited Senior Counsellor. We offer up to 12 sessions of counselling per week mainly for 1:1 counselling and the service is open to young adults up to 25 years of age.



## Supported Housing

### Belfast, Magherafelt, Bangor and Dungannon

We operate a range of residences including Magherafelt's Tafelta Rise - a modern, purpose-built facility for young people aged 16-21 years who are transitioning care, young homeless and vulnerable 18+.



The facility is supported by a team of ten full-time staff, who provide a range of supports to assist with the development of practical independent living skills, emotional support, help with education and training and connecting young people with the local community.

Overall, our young people continue to present with complex needs and behaviours. However, staff continue to ensure that excellent standards of support and care are offered. This has been highlighted by our annual RQIA inspection which confirmed that BCM offers safe, compassionate and effective care.

In Belfast, we have accommodation comprising three self-contained flats and a Shared House with three bedrooms for young people. The project is staffed 24 hours a day, seven days a week which ensures that a high level of support is available to our service users

## Kirk House

### Belfast

Kirk House is a Housing with Care facility which opened in 1994. With 42 flatlets we can accommodate 46 older residents with an aim to promote privacy, independence and companionship, whilst acknowledging each resident's individuality. We continue to operate at a full occupancy rate for most of the year with a waiting list also in place. We practice positive person-centred care by following Buttons: a household model of care developed by Kirk House staff.



## Social Enterprise

### Puddleducks Day Nursery

#### Belfast

We sustain Puddleducks as a viable business and social enterprise to generate an income to support the ongoing work of BCM. Alongside this, we endeavour to create a reputation for best practice by aiming to achieve the highest standards of child care and learning experiences for all registered children.

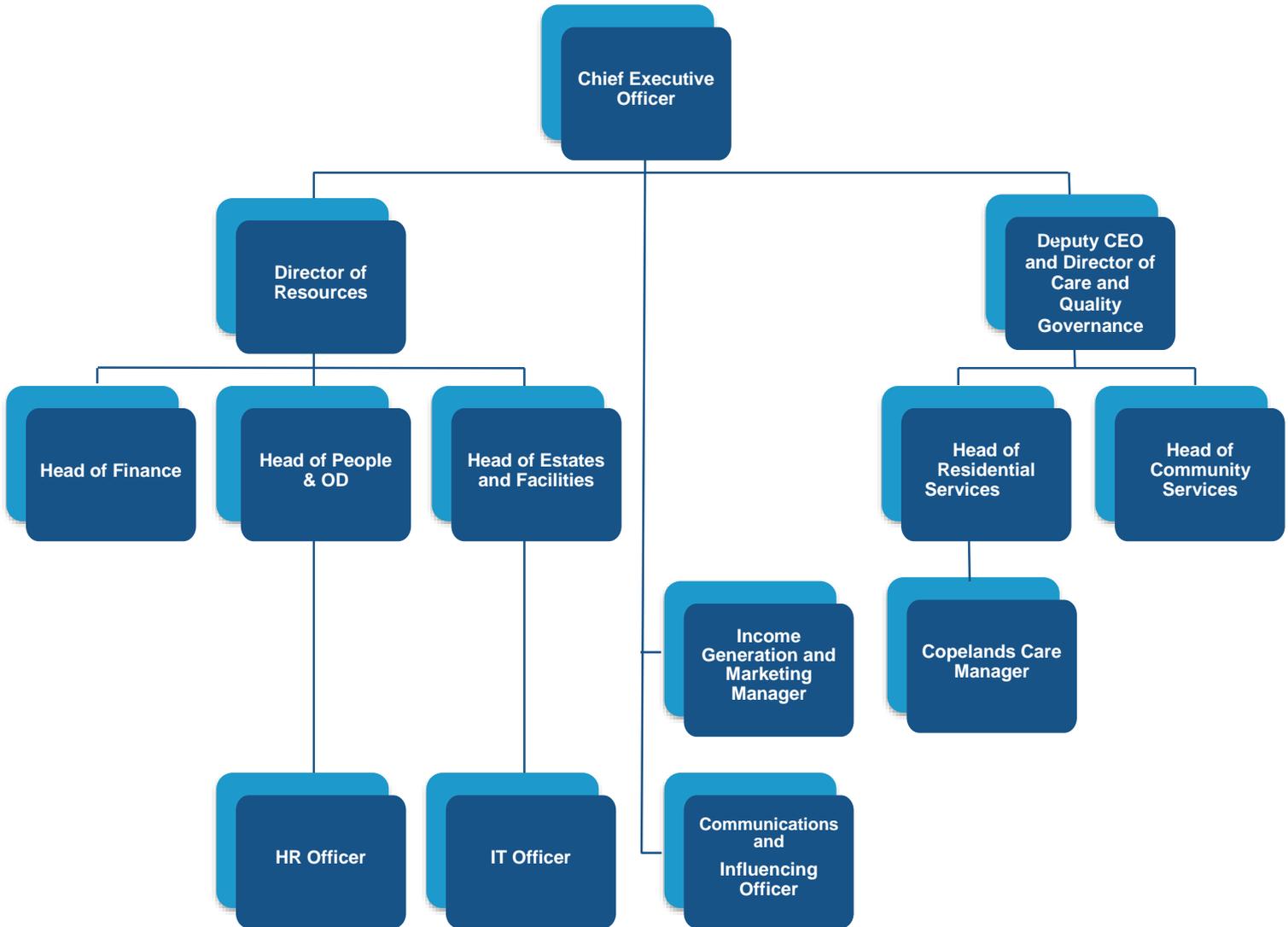
### BCM Room Hire

#### Belfast

Situated in a prime location in Belfast City Centre, BCM Room Hire offers excellent and affordable meeting rooms, function rooms and Conferencing facilities for hire. A variety of rooms available enables our guests to choose and suit the requirements of catering for events for 2-200 people. Our BCM Room Hire staff are dedicated and trained to provide the highest levels of customer service.



# BCM's structure in 2020





# Links to Strategy & Financials

## Strategy

We're approaching the final phase of our 2017-2021 strategy. Click on the link to download a [pdf copy of the strategy](#).

## Annual Reports

Access pdf copies of our most recent three years' annual reports from the links below:

[Annual Report 2018](#)

[Annual Report 2017](#)

[Annual Report 2016](#)

**11,050**

Volunteer hours  
donated

**130**

Volunteers

**198**

Staff Members

**£5,282,375**

Total restricted and unrestricted income

**£4,391,970**

Total expenditure including fundraising

# Job Description

<b>Title of Post</b>	Deputy CEO and Director of Care and Quality Governance
<b>Location</b>	BCM Headquarters
<b>Reports to</b>	Chief Executive Officer
<b>Responsible to</b>	Chief Executive Officer
<b>Salary</b>	c £55,000 (negotiable subject to relevant experience) 10% employer pension contribution

## Job Summary and Purpose

A member of the Executive Leadership Team and Deputy Chief Executive Officer and accountable to the Chief Executive and the Board of Trustees, the purpose of this role is to provide strategic direction and leadership for all BCM's care services and to ensure:

- the safe, effective and person-centred delivery of all BCM care services,
- that our social care workforce maintains excellent standards of practice,
- the effective delivery of a quality governance framework.

The postholder will be the Responsible Person for all relevant BCM care services and will lead on the delivery of our plans to scale up care services and reduce unmet need whilst maintaining 'outstanding' regulatory ratings and an excellent client and family experience.

As Deputy you will support the Chief Executive in developing and maintaining key strategic partnerships and will act as a senior ambassador for the organisation.

## Key Responsibilities

The postholder will be responsible for the following key areas of BCM activities;

- Acts as the Responsible person in line with statutory regulations.
- Ensures RQIA Standards are achieved and provides assurance to the CEO and Board of Trustees via regular quality governance reports that all services meet and exceed standards of care including engagement with service beneficiaries, providing a safe environment of care and evidence of effectiveness in practice.
- Develops a strategy for care services which delivers on the current and future aspirations of BCM, setting up, maintaining and continually improving systems that underpin an effective Quality Governance system at all levels across the charity.
- Be responsible for the strategic and operational management of all accountable services so that these teams take a fully integrated team approach to delivering quality and adaptable client-led services.
- Demonstrates a culture of continuous improvement to ensure that the highest standards of care are maintained.
- Establish, maintain and build robust relationships with key external organisations.
- Is accountable for ensuring that the organisation meets its statutory duties in relation to social care.
- Sets and maintains robust and up to date organisational policies and procedures,

ensuring compliance with legislation, regulatory and professional body requirements.

- Ensures effective, integrated systems are in place to support all staff and volunteers.
- Works closely and collaboratively with Chief Executive and Heads of Care to drive and embed the quality improvement agenda.
- Develops and leads a strategy to include client satisfaction monitoring, client information development and client and family involvement.
- Deputise for CEO when required including acting as a senior ambassador for the organisation, speaking at events, networking at a senior level and engaging with the media

## Strategic Responsibilities

- Provides strategic direction and leadership on all care related aspects of services provided, ensuring that relevant needs across the whole of the organisation are taken into account.
- Maintains and establishes relationships with key partners, in particular from the statutory sector, including commissioners and providers, to ensure that BCM is recognised for its contributions and is in a position to help with the planning of services and delivery of appropriate services as required by commissioners.
- As a member of the Executive Leadership Team, actively contributes to the vision and

strategic direction and sustainability of the organisation.

- Takes a leading role in the promotion of BCM services and brings strong influencing and negotiating skills to the local social care landscape.

## Operational Responsibilities

Reporting to the Chief Executive and the Trustees, the postholder will have a series of core responsibilities under broad headings including:

### Quality Improvement

- Develops a strategy for care services which delivers on the current and future aspirations of BCM, setting up, maintaining and continually improving systems that underpin an effective Quality Governance system at all levels across the charity.
- Demonstrates a culture of continuous improvement to ensure that the highest standards of care are maintained.
- Works closely with Executive Leadership Team in identification, management and mitigation of risk.

### Compliance and assurance

- Will be the Responsible Person for all care services with the Regulation and Quality Improvement Authority.

- Will be the Accountable Officer for BCM for Safeguarding, as per relevant legislation.
- Works closely and collaboratively with Chief Executive and Heads of Care to drive and embed the quality improvement agenda.
- Supports the Heads of Care to ensure an integrated approach to quality care management and the effective utilisation of resources and facilities.

### Governance - care

- Ensures that there are systems of governance established that promote robust support of the BCM brand, reputation and activities.
- Prepares reports on quality and clinical governance for relevant committees, internal monthly meetings and other significant forums.
- Ensures robust risk management process that includes, lines of defence, risk mitigation and promotion of evidence-based practice.
- Takes a lead role along with other Executive Leadership Team members and Head of Care team members in delivering BCM governance structures and processes for all service areas.
- Shares responsibility with Executive Leadership Team and Board of Trustees in policy formulation, corporate governance and operational management of BCM.

## Financial Management

- Oversees and manages Care financial planning and spend, monitoring all financial activity against budgets.
- Resource planning and spend within financial budgets and targets.
- Budgetary management and performance monitoring.
- Act as key manager in the overall financial planning of the service advising CEO and Board of Trustees of financial issues.
- Ensures expenditure is controlled within budget and identify potential for efficiency saving through improved practices and innovation.
- Support CEO in financial planning and applications for funding support and negotiations with external bodies.

## Health and safety

- Be responsible for ensuring all relevant Health and Safety policies, procedures and practices are effective and legally compliant.
- Promotes and maintains a safe environment for staff and others.
- Assists in the development and implementation of Risk Management and Health and Safety strategies in consultation with appropriate personnel including service users, residents and families.

## People and culture

- Provides clear management and direction for all social care staff in directing and maintaining high quality professional and care standards.
- Leads the development of a culture which models the values of the organisation and which reflects openness, transparency and honest discussions about service quality.
- The postholder will provide effective and ongoing management and leadership to BCM care services, supporting and enabling all staff to reach their full potential.
- Working with line managers, ensures there is an adequately trained workforce, reviewing the staffing needs, competencies and levels on an ongoing basis, ensuring that BCM has appropriate support strategies in place to maintain professional standards.
- Motivates and enables staff members to meet their full potential as effective practitioners of a high quality care model.

## Communications

- Leading and overseeing responses to provider information requests, factual accuracy processes, identification, monitoring and reporting of action plans, as the key contact for all enquiries.
- Establishing, maintaining and building robust relationships with key external organisations.

- Works with external services across all sectors to ensure that our services integrate and are aligned to wider social care landscape and that all client needs are met.
- Takes the lead role in client partnership initiatives and user involvement.
- Attends meetings of Board of Trustees and sub-committees reporting on and recommending to Trustees issues relating to enhanced delivery of all care service.

## **Corporate Governance Responsibilities**

- Takes a lead role along with other Executive Leadership Team members in delivering BCM's governance structures and processes for all service areas.
- Shares responsibility with the Executive Leadership Team and Board of Trustees in policy formulation, corporate governance and operational management of BCM.
- Encourages a culture of continuous improvement throughout all BCM services.
- Attends meetings of Board of Trustees and sub-committees reporting on and recommending to Trustees issues relating to enhanced delivery of all services.
- Ensures open, transparent and effective communication with the charity's stakeholders.
- Works closely with Executive Leadership Team in identification, management and mitigation of risk.

## **GENERAL RESPONSIBILITIES AND BEHAVIOURS**

- To implement and positively promote equal opportunities in service delivery and employment practices.
- To take due responsibility and set an example for the health and safety of yourself and other individuals.
- To undertake training and attend meetings as required and directed by your line manager.
- To ensure compliance with BCM's Equality & Diversity policy at all times.
- To take responsibility for managing, monitoring and reducing risk within BCM.
- To be committed to delivering a service that is value for money.
- Delivers and continuously improves excellent customer service.
- Works as part of a team, both internally and with partner organisations, to achieve common goals and improve quality of service(s).
- Continuously strives to meet individual needs of customers and clients.
- Uses appropriate communication effectively, whilst recognising and understanding the needs of others.
- Manages and prioritises work activities, ensuring the best use of resources.
- Identifies problems, analyses information, explores options and uses judgement to reach informed decisions.
- Influences, motivates and inspires others to achieve our objectives and goals.

- Takes responsibility for, and is aware of, the impact of their actions and behaviours upon others. Is committed to continuous self-development.
- Contributes to and develops objectives for the organisation appropriately.
- Embraces change and adapts to a changing environment.

# Person Specification

## Qualifications

Essential qualifications include;

- Care or social care qualifications (Social work, nursing or youth and or/community work) to postgraduate degree level or equivalent

**or**

- At least 10 years senior leadership experience in a social care setting

Desirable qualifications include:

- Evidence of recent continuing professional development
- Post graduate Leadership/management qualifications
- Recognised Project Management Qualification

## Previous Experience

Experience necessary for this position;

- A minimum of 5 years' management and leadership experience at a senior level in a complex healthcare or social care environment.
- A minimum of 5 years' experience of strategic and business planning in a healthcare or social care environment.
- Experience of working in a social care environment.
- Experience of senior decision making.
- Experience of identification, design and implementation of policy and processes in a healthcare/social care environment.
- Significant experience of stakeholder management with demonstrable track record of successful influencing and negotiating.
- Experience in managing and delivering large scale projects and adapting priorities and resources.
- Experience of constructing, managing and monitoring budgets.
- Experience of partnership working across the public, private and voluntary sectors.
- Experience of managing a staff team of at least 50 people.
- Experience of networking at a senior level.

## Skills/abilities

- Strong operational management skills with a successful track record of developing and implementing social care frameworks; setting challenging performance measures and ensuring their delivery.
- An ability to lead a group of teams providing exceptional quality of care in a challenging environment. Demonstrating added value in all activities.
- Proven successful leadership and operational management of large multi-disciplined teams: establishing performance measures and raising performance levels; developing critical capabilities; leading through organisational changes- effectively dealing with uncertainty and areas of conflict to ensure current and future success.
- Proven skill in successful management and participation in the formulation of corporate objectives, policies and strategies.
- The ability to inspire and lead a collaborative approach to working.

## Knowledge

- Sound understanding of and experience of financial management, including budget formulation and financial monitoring.
- An understanding of devolved government, and experience of operating successfully within complex decision-making structures and negotiating successful outcomes.
- Robust knowledge of local and regional social care landscape and associated funding models.

## Aptitudes

- An inspirational leader, visionary and visible; able to lead by example. Empowering, enabling, motivating and developing others.
- A highly effective communicator with strong influencing skills, able to inspire confidence and trust at all levels.
- A skilled stakeholder manager with first class interpersonal skills, able to inspire confidence and trust at all levels. The gravitas to make an impact at the highest levels.
- A strategic operator with the tenacity and personal drive to deliver continuous performance improvements and lead transformational change. The ability to apply sound judgement in responding quickly to fast moving priorities whilst also identifying and working towards longer- term goals.
- A corporate player acting with integrity, professionalism, energy and drive in the best interests of the organisation and in accordance with the agreed strategic direction.

# Shortlisting Requirements

To be shortlisted, candidates are required to have:

- A degree level qualification in a relevant discipline or 10 years' senior social care leadership
- A minimum of 5 years' management and leadership experience at a senior level in a complex healthcare or social care environment.
- Experience of identification, design and implementation of policy and processes in a healthcare/social care environment.
- Significant experience of stakeholder management with demonstrable track record of successful influencing and negotiating.
- An ability to lead a group of teams providing exceptional quality of care in a challenging environment. Demonstrating added value in all activities.
- Proven successful leadership and operational management of large multi-disciplined teams: establishing performance measures and raising performance levels; developing critical capabilities; leading through organisational changes - effectively dealing with uncertainty and areas of conflict to ensure current and future success.
- Sound understanding and experience of financial management, including budget formulation and financial monitoring.

Desirable criteria include:

- Evidence of continuing recent professional development
- Post graduate leadership/management qualification
- Recognised project management qualification

If we receive a high number of applications, we reserve the right to increase the number of competencies that the candidates will have to demonstrate, including desirable criteria.

# The Interview Stage

At interview stage, candidates will also be assessed against the following criteria:

- Commitment to the ethos and values of BCM.
- A high degree of personal and professional credibility to engender trust and inspire external stakeholders.
- Credible and confident communications.
- Exemplary interpersonal skills, able to engage people of all levels, backgrounds and disciplines, and to communicate effectively with internal and external stakeholders to build support for the organisation.
- The ability to think and act strategically, developing practical and creative solutions.
- High self-motivation, creativity and determination, with the ability to take the initiative and problem-solve effectively.
- Tactical awareness and the credibility necessary to operate and communicate at a senior level.

These will be required and assessed alongside key roles and responsibilities outlined in the Job Description and Person Specification.

# How to Apply

Please forward a CV, maximum three A4 sides, together with a completed Supplementary Questions form available from [www.engageexec.co.uk](http://www.engageexec.co.uk), ensuring you have included mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with the recruitment timetable.

The deadline is **Noon on Monday 9 March 2020**. Applications should be made either by email to:

**[patrick@engageexec.co.uk](mailto:patrick@engageexec.co.uk)**

or by post to:

**Patrick Minne**

**Engage Executive Talent**

**31 Bruce Street**

**Belfast BT2 7JD**

Applicants using Royal Mail should note that 1st class mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid, normally a large letter stamp, to return the form.

Contact Patrick on 028 90245356 if you have any queries about the role or the application process.

## Monitoring and Criminal Convictions Disclosure

Please complete the Equal Opportunities Monitoring Form and Criminal Convictions Disclosure Form appended to the supplementary questions form. Neither of these will be disclosed to anyone involved in shortlisting your application.

## Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long term adverse effect on your ability to carry out normal day to day activities”.

If you consider yourself to have a disability relevant to the position for which you are applying, please contact Patrick Minne so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

## Equal Opportunities

BCM is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

# Timeline

**CV and Supplementary Questions  
form to be submitted**

**Noon, Monday 9 March 2020**

**First Interviews**

**11, 12, 13 March 2020**

**Second Interviews**

**19, 20 March 2020**

**Final Interview (including a seen or unseen  
task)**

**24, 25 March 2020**



**Please address any enquiries relating to the advertised position, and your submission, to our recruitment partners:**

Patrick Minne  
Engage Executive Talent  
31 Bruce Street  
Belfast BT2 7JD

Tel: 028 90245356  
Email: [patrick@engageexec.co.uk](mailto:patrick@engageexec.co.uk)

**[www.engageexec.co.uk](http://www.engageexec.co.uk)**

**Enquiries unrelated to recruitment can be addressed to:**

Belfast Central Mission  
Grosvenor House  
5 Glengall Street Belfast BT12 5AD

Tel: 028 9024 1917  
Email: [info@belfastcentralmission.org](mailto:info@belfastcentralmission.org)

**[www.belfastcentralmission.org](http://www.belfastcentralmission.org)**

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