



NI Director of Services

Information Pack

Contents

Introduction.....	3
Who we are	4
What we do	5
How we're organised.....	7
Strategy	8
Financials.....	9
Meet the Extern NI Board	10
Job Description.....	12
Person Specification	16
How to apply.....	18
Timeline	19

Introduction

Dear Candidate

Thank you very much for your interest in becoming Extern Northern Ireland's Director of Services.

The Extern family is made up of an exceptional group of individuals who, in addition to their skills and professionalism, bring an unwavering commitment to social justice to their work.

That commitment has helped guide our organisation through the many challenges it faces as we endeavour to improve the lives of our services users through the design and delivery of our effective services. The pandemic tested our staff to the limit, and the swift initial response from our front line and support teams was the difference between survival and catastrophe for many of the people we help.

As a consequence, we have emerged from the early phase of the pandemic even stronger and more agile in how we conceive our services and in how we deliver them. In addition, we have become even more influential in the statutory sector on behalf of the

communities we serve because of the learning we are able to share from our evidenced experiences as the island's largest social justice charity.

In this information pack, you can read about what we do in summary, and you can find out much more detail from our website www.extern.org. We have partnered with Engage Executive Talent for this appointment and they will be happy to field any queries you might have in the first instance.

We are looking for some-one with a strategic head and a social heart to lead our fantastic Northern Ireland Services team. If you have the ability to drive change internally, to influence stakeholders to the benefit of Extern's service users, and to motivate and manage your team, then we would love to hear from you!

Aideen D'Arcy

Chair, Extern NI



Who we are

We transform lives as the leading social justice charity across the island of Ireland. Operating since 1978, we believe another chance can change a life.

Each year we speak up for and support more than 25,000 children, young people, individuals and families. We enable them to overcome their challenges, empower positive change and support family unity.

We also support, house, and advise people who are:

- homeless or facing homelessness
- refugees
- the Traveller community
- people who have been through the criminal justice system
- living with the impact of suicide
- dealing with mental health
- dealing with drug and alcohol issues

As a charity, we strive for an inclusive and fair society; keeping children and their families together where possible; reducing offending and the impact of offending on victims and the community; that people have somewhere to live and that the people we work with are better equipped to live and make a contribution to their community. We are also the leading provider of placements for social work students in the voluntary sector.



Extern employs more than 570 staff and last year we supported over 25,000 people across the island of Ireland to change their lives.

Extern Group is made up of subsidiaries Extern Northern Ireland and Extern Ireland. The role being recruited for is Director of Services for Extern Northern Ireland.

What we do

For more than 40 years we have been standing shoulder to shoulder with people as we support them to transform their lives, creating safer communities for us all.

Every day we strive for:

- Keeping children and their families together where possible
- An inclusive and fair society
- Reducing offending and the impact of offending on victims and the community
- People we work with are better equipped to make a contribution to their community
- People having somewhere to live



Last year Extern...

- Supported over 25,000 young people, families and adults across our services in 2021
- In Extern Ireland, we provided 1,061 respite breaks to young people struggling in their home lives
- We provided 11,339 hours of direct contact through our Early Years/Passport programme in the Western Trust area
- In the last year alone, 1,049 people attended awareness sessions run by our BDACTS Connections Drug and Alcohol programme
- 78% of young people who we supported through the Bail Supervision Scheme completed their treatment
- 391 placements were provided for young people at our Kinnahalla Youth Village
- Our Mid Ulster South Tyrone (MUST) homeless hostel recorded 95.4% occupancy levels
- Extern's family support services provide a structure and routine to 890 young people through our Janus programmes
- We gave hope to 8,572 people living with severe alcohol dependency and drug use
- 22,474 new users accessed the Extern Problem Gambling website

Our Services

Detailed below are some of the services we offer:

Addiction Services

We provide homelessness services to people affected by drugs and alcohol. We work with partners to design and deliver addiction prevention initiatives. We deliver specialist drug and alcohol training commissioned by the Public Health Agency. We provide advice and support to problem gamblers and their families. As well as providing a ground-breaking Street Injectors Support Service, Extern offers a needle and syringe exchange service.

Disabilities services

Extern's Outreach Support Services works with people who have a disability or autism and who may find it challenging to integrate into traditional social, educational and community systems.

Housing and homeless services

Extern Homes provides move-on housing to homeless individuals and families. We also run projects focused on helping our Traveller community, as well as hostels for homeless people across the province, and floating support services to refugees and people with an offending past.

Justice services

As well as a bail supervision scheme, youth diversion projects and individually tailored support schemes for at risk young people in the Republic of Ireland, we provide Probation Approved accommodation in the North.

Mental health and suicide

We have support programmes for people affected by suicide in addition to our Crisis Intervention Services and a drop-in office for people affected by mental health or substance misuse.

Minority communities

As well as helping our Traveller community on housing and healthcare issues, we run refugee resettlement and floating support services.



Skills and employability

Based in Belfast, Extern's Moving Forward, Moving On project works with young people, aged 16-24, who are not in education, training or employment

Young people and families

Our Early Years programmes helps vulnerable 8-12 year olds, while our FACES projects helps those up to 18 who are at risk of being placed into care. Our Youth Villages provide respite breaks and training and skills facilities to children and young people, and our Looked After Children programmes supports people up to age 20 in care or placements. Our Youth Engagement and Youth Diversion programmes are supplemented by our Time Out model which provides a recreational respite alternative to short term care.

How we're organised



Strategy

Our Vision

We will aim to change lives to support a socially just and inclusive society.

Our Mission

We will create opportunities and provide supports to enable everyone to meaningfully participate in society.

Our Values

Respect

We value the feelings, opinions and rights of our service users, colleagues, and other stakeholders.

Integrity

All our decisions and interactions will be ethical, open, honest, and transparent.

Compassion

We care about our service users and colleagues and will act with empathy in all engagements.

Accountability

We hold ourselves and each other responsible for our decisions and actions.

Professional

We work inclusively with service users, colleagues, and key stakeholders to deliver high quality supports and evidence-based services

Financials

Here is a summary of Extern Group's latest published income and expenditure statements. You can click on the links below to access the Group's more detailed annual reports, and find out more about Extern Northern Ireland's specific finances at extern.org/our-annual-reports.

	Funds	Funds	2021	2020
	£	£	£	£
Income from:				
Donations & Legacies	378,151	(1,958)	376,193	631,684
Charitable Activities	10,264,622	14,450,845	24,715,467	21,939,288
Other Trading Activities	73,253	-	73,253	38,587
Gain/Loss on Exchange	25,973	-	25,973	(430)
Other Income	-	-	-	(70)
Investment Income	50	-	50	7,242
Total Income	10,742,049	14,448,887	25,190,936	22,616,301
Expenditure on:				
Raising Funds	156,870	-	156,870	-
Charitable Activities	9,867,994	15,014,053	24,882,047	22,735,643
Total Expenditure	10,024,864	15,014,053	25,038,917	22,735,643
Exchange Rate Gains/(Losses) on Consolidation	(43,247)	-	(43,247)	63,123
Net Income/(Expenditure)	673,938	(565,166)	108,772	(56,219)
Transfers Between Funds	(677,469)	677,469	-	-
Net movement in funds	(3,531)	112,303	108,772	(56,219)

Extern Group Annual Report to March 2021

Extern Group Annual Report to March 2020

Extern Group Annual Report to March 2019

Meet the Extern NI Board

Aideen D'Arcy MBE (Chair)

Aideen was educated at Queen's and the Ulster Universities. Aideen taught in the post-primary sector before embarking on a career in social housing for over 30 years, specialising in the provision of supported accommodation for vulnerable people. Aideen served on the NI Regional Council of the Society of St Vincent de Paul for over 15 years and undertook several initiatives to improve standards of accommodation and service provision of the organisation's homeless facilities throughout Ireland.

Allen McCartney

Allen McCartney is by profession a Chartered Engineer and Fellow of the Institution of Engineering and Technology, with degree qualifications in both electrical engineering and corporate leadership. He had a distinguished career at Director level in Northern Ireland Electricity and Viridian Group and brings a wealth of experience from previous public sector board appointments in the Regulation and Quality Improvement Authority, the Department for Regional Development, and the Legal Services Agency Northern Ireland. He is a Lay Magistrate and an Assessor for the Northern Ireland Medical and Dental Training Agency.

Andrew McCloskey

Andrew is a business professional with more than 20 years' experience in global companies. He has worked in the procurement, IT, and planning departments specialising in the use of technologies to enhance business performance and holds a Master of Business Administration from Ulster University and a Law Degree from the Open University.

Brendan Johnston MBE

Brendan is a social worker and has spent his career in statutory social work in Northern Ireland. He has had experience of many different roles in his career, working in all programmes of care, though mainly in the area of children's services. In the late '90s he worked closely with Extern West, particularly with development of Killadeas, and later Roscor. More recently, Brendan was the first Chief Executive of Northern Ireland Social Care Council and was responsible for establishing the regulation of social care workers in Northern Ireland.

Ian McAvoy

Ian lives in Belfast and was educated at MCB and London University. After graduating in economics Ian studied accountancy. After a spell in practice, he became the Finance Director of a leading Irish brand and was promoted to Chief Executive, holding that position for 16 years. He has much expertise in strategic planning, transformation, finance and marketing. Ian was Chair of PlayBoard, Vice Chair of Sport NI, Director of Sport NI, and is presently Vice Chair of Ark Housing. He holds the position of Chairman of Rugby at Queen's University, Belfast.

Shane McLaughlin

Shane is an Education Adviser to the UK Foreign Commonwealth and Development Office. His career has latterly included multilateral policy and project management at the UK Government's Stabilisation Unit and the British Council. He has worked in international educational development for the Restless Development NGO as well as a Head of Department in geography for Teach First in England. His early career gave him a grounding in reintegration programmes for youth offenders as well as mentoring and coaching young people with Keys Group and the Spirit of Enniskillen Trust.

Stephen Leach

Stephen lives in North Down and was educated at Cambridge University. He joined the Civil Service in 1975 and worked in the Northern Ireland Office and other Departments. In 1990/91 he spent a year in the USA as a Humphrey Fulbright Fellow. Subsequently he was involved in the negotiations which led to the Good Friday Agreement, and from 2000 to 2009 he was the Chair of the Northern Ireland Criminal Justice Board. After retiring from the Civil Service in 2009, he was appointed as a Non-Executive Director of the Health and Social Care Board and served in this role for 11 years. He has also served as a Parole Commissioner and as the Northern Ireland Commissioner on the Criminal Cases Review Commission, based in Birmingham.



Job Description

Group:	Extern Northern Ireland
Reporting to:	Chief Executive Officer
Responsible to:	Chief Executive Officer
Location:	Northern Ireland
Hours of Work:	40 hours per week, typically 7.5 hours per day. Flexibility regarding working hours, to include evenings and weekend working, will be required to meet the requirements of the position.
Salary:	c£70k on commencement (subject to annual review) plus 10% employer pension contribution
Benefits:	Generous annual leave entitlement which increases with service to 32 days plus 11 statutory days Permanent Health Insurance and Death in Service Benefit (x6 basic salary)
Responsible for:	NI Services Directorate
Direct Reports:	Assistant Director of Services Programme Managers

Job Purpose:

Reporting directly to the Chief Executive Officer (CEO), the Director of Services NI provides leadership to the organisation and has responsibility for contributing to and delivering on the charity's strategic direction.

As part of the Strategic Leadership Team (SLT), the Director of Services NI will be responsible for providing leadership to the NI Services Directorate, ensuring the strategic plan is fit for purpose, implemented and evaluated. The postholder will be responsible for ensuring the directorate is achieving its objectives in full.

The Director of Services NI will ensure all services are delivered in accordance with Extern's policies and procedures, compliant with all relevant legislation and within agreed budget/s.

The post holder will also lead on the growth of service development, ensuring high quality service delivery across Extern Northern Ireland.

The postholder will be responsible for ensuring that Extern's offering is one that is aligned to our vision, mission and values and enriches the lives of service users across all Projects.

Key Responsibilities:

Strategy

- To develop, lead and implement the delivery of key strategic priorities in line with the vision, mission and values of Extern.
- To draft strategic business plans for approval by the Extern Boards, including contributing to the development of a strategy and annual strategic plans that are informed by feedback from a range of stakeholders.
- To ensure high quality delivery of projects across area of responsibility that demonstrates consistent results, that are operationally efficient and effective and that enrich the lives of service users.
- To take a lead in business development strategies and initiatives within the Services Directorate in line with Extern's strategic plan.
- To work with other SLT (Strategic Leadership Team) and OLT (Operational Leadership Team) colleagues to ensure a collaborative approach to the delivery of organisational objectives.
- To monitor and analyse the environment in which Extern works, identifying strategic opportunities for growth and challenges that need to be managed.
- To lead and support strategic and organisational change.

Governance

- To work closely with SLT colleagues to ensure that the organisation fulfils its legal, statutory and regulatory responsibilities.
- To provide evidence of adherence to best practice which demonstrates Extern's resources are being expended efficiently and effectively.
- To maintain awareness of risks and changes in the external environment that may affect the organisation.
- To liaise closely with managers to ensure the effective management and supervision of all practitioners, staff, students and volunteers.
- To support the CEO by attending meetings, reporting and providing guidance and advice on significant issues as well as producing appropriate documentation.
- To continuously review and evaluate the effectiveness of organisational structures.

Safeguarding

- To act as a Safeguarding Champion for the organisation.
- To work closely with the CEO, SLT and wider management team to ensure the necessary policies, procedures, practices and training are in place.
- To have an in-depth knowledge of safeguarding and related pieces of legislation within the relevant jurisdiction.
- To ensure that safeguarding concerns are reported to the CEO, SLT and Head of Safeguarding as appropriate, and support the process of external referral to the appropriate agencies.
- To ensure that a positive, open and transparent culture of information sharing is embedded, which leads to effective safeguarding processes being followed across the organisation.

Leadership

- To provide inspirational leadership and strategic guidance to management teams and staff within the NI Services Directorate.
- To ensure the continued development and implementation of Extern's vision, mission, values and strategic plan across the NI Services Directorate.
- To work alongside SLT colleagues, direct reports and staff at all levels to develop Extern's operational plans and budgets.

- To oversee the delivery and continued monitoring of key performance indicators (KPI's) within the Directorate to ensure quality services are provided that are effective, efficient and sustainable.
- To provide management information reports on performance against plans and budgets, and circulate regularly to appropriate stakeholders.
- To actively promote and capture the learning from service delivery to ensure continuous improvement.
- To problem solve management issues through evidence-based analysis, clarity of action and stakeholder buy-in.
- To develop and maintain new and existing relationships with funders, statutory and voluntary agencies, professional bodies and other stakeholders as appropriate.

Financial

- To work with the Director of Finance and Corporate Services to support the implementation and promotion of effective governance, so that the financial sustainability of the organisation is strengthened.
- To oversee the monitoring and controlling of budgets to ensure the Services Directorate operates within resource parameters.
- To work closely with the Director of Finance and Corporate Services to evaluate the long- term funding requirements of the Service Directorate in Extern Northern Ireland.
- To present previously identified suitable funding opportunities to the Business Development Committee, in partnership with the Director of Business Development, and where appropriate, relevant Board/s for approval.
- To work to secure funds to meet Extern's needs and commitments and identify appropriate developments that generate additional sources of funding.
- To cultivate a portfolio of opportunities to generate income from a diverse range of sources which helps build and support the sustainability of the organisation.

People Management and Development

- To develop plans in conjunction with the Director of People and Organisational Development which address current and future resourcing needs.
- To embed and promote a values-driven culture of shared learning, co-operation, commitment to improvement and high performance, and to the on-going professional development of staff.
- To oversee the line management structure within the NI Services Directorate to support staff development and the efficient functioning of the organisation.
- To lead the NI Services Directorate management team, ensuring they are empowered and developed to fulfil their individual roles and organisational objectives.
- To champion and support the project work of OLT.
- To address any employee relations matters within the NI Services Directorate and support other Employee Relations processes where appropriate, in conjunction with the HR department.

Health & Safety/ Risk Management

- To provide leadership in all areas of risk management and to act as a champion for Health & Safety across all areas of work.
- To work closely with the relevant stakeholders on all Health & Safety matters impacting the NI Services Directorate.
- To take reasonable care for the Health & Safety of themselves and of other persons who may be affected by their work.
- To adhere to all of Extern's Health & Safety policies, procedures and safe systems of work and not improvise by using methods, tools or equipment which entail unnecessary risk.
- To ensure compliance with the organisation's relevant policies and procedures at all times.

Communications

- To attend and participate in internal and external meetings.
- To ensure effective and inclusive communication in line with Extern's key messaging and organisational branding.
- To effectively represent the organisation at external forums and networks and promote the organisation and its interests.
- To professionally represent Extern through a variety of communication mediums, e.g. emails, electronic media, telephone and presentations.

Continuous Professional Development (CPD)

- To keep up-to-date with policies, regulations, legislation and developments to fulfil the role, including attending relevant training.
- To undertake such training and professional development that is identified by Extern through the annual appraisal process to ensure CPD remains up to date.
- To seek to make continuous improvements within area of responsibility.

Other duties

- To deputise for the CEO as appropriate.

This list is not exhaustive. The Director of Services NI is required to be flexible in relation to working hours and to take on any additional tasks which are deemed appropriate for the role.



Person Specification

Essential Criteria:

- Hold a relevant third level qualification, at degree level eg. Social Policy / Social Work / Social Administration or Youth and Community.
- A minimum of three years' recent and relevant senior management experience, to include budgetary and resource responsibility
- Demonstrable knowledge and expertise in at least 3 of the following areas:
 - Homelessness
 - Criminal Justice
 - Social Work
 - Children Services/Youth Work
 - Housing
 - Business Development with a proven track record of project development
- A minimum of three years' experience of effectively building and leading teams using an inclusive and empowering leadership style.
- Demonstrable track record of successful income generation.
- Excellent communication and interpersonal skills including the ability to build and sustain strong working relationships with key stakeholders.
- Ability to influence internal and external stakeholders to drive commitment, compliance and the delivery of results.
- Ability to pro-actively problem solve and generate creative and innovative solutions for the Directorate and the wider organisation.
- Ability to demonstrate a strong, motivational and inspirational leadership style guiding and developing employees and volunteers to achieve best practice.
- Ability to drive and lead change, think strategically and demonstrate a commitment to on-going professional development and training.
- Understanding of professional standards and regulations.
- Proficient in the use of IT software, to include Microsoft Office applications.
- Full clean driver's licence and access to own car. The successful candidate must hold sufficient car insurance, to include provision for business related travel, to enable travel throughout Northern Ireland and the Republic of Ireland. *Please note; driving criteria will be waived in the case of an applicant whose disability prohibits driving however can demonstrate they meet the mobility requirements of the role.*
- Available to work irregular hours including evenings and weekends. Occasional overnight stays away from home may be required to support operational requirements.

Desirable Criteria:

- Hold a professional qualification, Post-graduate Diploma or Master's degree in Social Studies or in a related Social Care field.

Key Attributes:

- Excellent strategic leadership with the ability to interact and influence at all levels of the organisation.
- Enabling style of leadership that combines charisma with a practical and pragmatic approach that gains respect from others.
- Ambition, energy, drive and resilience to deliver results within prescribed timescales and budgets.
- Commitment to service excellence and stakeholder engagement.
- Excellent organisational, time-management and analytical skills.
- Personal conduct, professional integrity and credibility that commands the confidence and respect of Board members, management, staff, business partners and the communities within which Extern operates.
- Commitment to the organisation's ethos, mission, vision and values.
- An inspirational and motivational leader who champions employee development.

Please note:

To apply for this role, as well as providing a CV, the supplementary questions form must be completed ensuring the applicant demonstrates specifically how they meet the criteria for the post. Experience must be relevant to the job description as set out above. Applicants who do not demonstrate this on the application form will not be shortlisted for interview.

Successful candidates will be required to undergo a relevant Access NI or Garda Vetting check prior to any formal job offer being made. Please note that having a criminal record will not necessarily be a bar to obtaining employment with Extern.

Extern reserves the right to enhance the essential criteria for the post in the event that a high volume of applications are received.

How to apply

Please forward a **CV, maximum three A4 sides**, together with the completed **Supplementary Questions form** available from 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 from the recruitment timetable. You will also be asked to submit a separate **equality form** (see below).

The deadline is **Noon on Wednesday 31 August 2022**. Applications should be made by email to: patrick@co3.org.uk

Contact Patrick Minne on 07792 509003 if you have any queries about the role or the application process.

Equality Monitoring and Criminal Convictions Disclosure

Along with the CV and Form, you will be asked to complete and return the Equal Opportunities Monitoring and Criminal Convictions Disclosure Form in a separate document. 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

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

Timeline

CV, Supplementary Questions and Equality Monitoring and Criminal Convictions forms to be submitted

Noon, Wednesday 31 August 2022

First Stage Interview and Assessment with Extern NI Board Panel

September 2022 – Dates to be confirmed

Second Stage Interviews and Assessment with Extern Group Board Panel

Dates to be confirmed



Please address any enquiries relating to the advertised position, and your submission, to Extern's recruitment partners:

Patrick Minne



Tel: 07792 509003

Email: patrick@co3.org.uk

www.engageexec.co.uk



Enquiries unrelated to this recruitment can be addressed to:

Extern

Hydepark House,
3 McKinney Road,
Newtownabbey, BT36 4PE
Telephone: Mon to Fri 9-5pm

Tel: +44 (0)28 9084 0555

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