



Director of Clinical
Operations



Welcome from the Chief Executive

Thank you for your interest in joining Brook.

We have a bold strategic ambition that informs everything we do – ensuring that young people's lives are free from inequality, rich with opportunity and enriched by happy, healthy relationships. Brook plays a pivotal role in enhancing young people's knowledge and awareness of sexual health and healthy relationships. The support we provide is built on the pioneering legacy of our founder, Helen Brook, and our work tackles the multiple, complex issues affecting young people's wellbeing.

This is an exciting time to join our executive team as we embark on a programme of growth and change. We are just entering year three of our ambitious strategy which has increased access, particularly for those facing barriers and discrimination, and we are looking forward to developing our plans for the future. We are digitally transforming our provision and shaping innovative solutions to meet the ever-changing needs of our service users. We are also starting the conversations that need to happen across the UK as an organisation that is committed to changing attitudes, challenging prejudices and championing equality.

We listen to young people to understand the evolving challenges they face, and it has been especially critical to do so in the last 18 months. The pandemic has left many isolated at a period in their lives that is crucial for their emotional and physical development. We are on a mission to champion the voice of young people, challenging inequality and effecting meaningful change; to build strong partnerships that can increase our reach and impact; and to extend the services we offer.

As our new Director of Clinical Operations, you will play a critical role, working alongside myself and a vibrant Executive team. You will be instrumental in making sure that we are in the best shape to realise our ambitions, strengthening our high quality clinical services and taking the lead in overseeing Brook's safeguarding work. Leading a diverse and dispersed team, you will implement and champion innovations to improve our services and identify and support opportunities for business improvement and growth.

We are looking for a strategic and inspiring leader. Your roots do not need to be in clinical services but you will need a strong operational background and experience of leading change in a complex and fast-moving environment. With a good understanding of issues relating to sexual health and wellbeing, you will be able to drive innovation within Brook's clinical services and be passionate about future opportunities.

If you would be excited to be part of a trailblazing, courageous, trustworthy and collaborative organisation which values and invests in its staff, we would love to hear from you. We are committed to increasing the diversity of our senior team and would particularly welcome applications to help us achieve this aim.

Helen Marshall
Chief Executive

Brook plays a pivotal role in enhancing young people's knowledge and awareness of sexual health and healthy relationships. By investing in young people and the professionals who work with them, we support their transition into adulthood with the skills and confidence to manage their own sexual health and be equipped for life's challenges. Through our innovative all age sexual health services, we work with local communities so they can benefit from our inclusive, innovative and non-judgmental approach, leading to better health outcomes for entire communities.

We create new opportunities for personal development, engaging and empowering those who may face barriers to participation. Societal stigma limits young people's ability to take control of their sexual health, enjoy healthy relationships and safely explore their identities. Brook fights for young people's rights and campaigns to protect their specialist services.

Our Values

Our four core values underpin everything we do:

- Trustworthy – Young people rely on Brook's confidential and non-judgmental approach to speak freely about the issues that affect them.
- Trailblazing – Since 1964 we have championed the pioneering spirit of our founder, leading the way in meeting the ever-changing needs of young people.
- Collaborative – We implement best practice and share our expertise so that young people, professionals and communities thrive.
- Courageous – We relentlessly push the boundaries when fighting for change.

Our Plans

Brook operates a number of sexual health, wellbeing and education services across the UK and young people remain at the heart of our mission. In December, we celebrated the second anniversary of our successful all age service in Cornwall and the opening of our dedicated sexual health hub. With the addition of two new integrated all age services last year, we are able to protect specialist sexual health provision for young people.

Moving forward, our focus is on continuing to equip young people and communities facing barriers so that they can flourish and achieve their goals. 2022/23 will be the final year of our ambitious [strategy for 2020-2023](#), devised in consultation with 200 young people, our expert staff and our partners. Our strategic plan builds on our successes and introduced a bold new vision with four key priorities:

- Challenging inequality – Young people tell us that they want a society that recognises their right to healthy relationships and open conversations about sex and sexuality. We will champion their campaign and work together to challenge stigma, shift attitudes and effect meaningful change.
- Increasing accessibility – We want our services, provision and products to be accessible to all young people, including those who may be vulnerable or experiencing disadvantage, discrimination or isolation. We know that arming young people with knowledge and awareness helps them to make informed choices and manage their own wellbeing.
- Transforming digitally – We want young people and professionals to access our services and products in ways that best suit them. Digital solutions will play a vital role in increasing our reach and providing a greater number of effective interventions.
- Driving Innovation – We are committed to being at the forefront of young people's evolving needs. Utilising robust internal data and externally available evidence, we will ensure our services and products respond to the changing demands of service users and stakeholders.

Our [success reports](#) demonstrate the impact of our work and how Brook supports young people and those who experience barriers.

Job Description

Job Title:	Director of Clinical Operations
Reporting to:	Chief Executive Officer
Direct reports:	Clinical Director Assistant Director(s) of Clinical Operations Designated Safeguarding Lead Head of Nursing

Role purpose:

A Director working with a national remit, as part of Brook's Executive Team, to ensure the achievement of Brook's vision, strategic priorities and objectives. This role will provide strategic leadership of all areas of Brook's clinical operations and has responsibility for achievement of agreed objectives and successful delivery of service contracts. It is responsible for strengthening the clinical operations through establishing a culture of strong performance management and engagement. As part of the Executive Team, to implement and champion innovations to improve our services, and identify and support opportunities for business improvement and growth.

Main responsibilities:

A. Lead high quality clinical operational services

- Work with the Chief Executive, Executive Team and Board to develop, review and deliver Brook's strategic plan and annual business plan.
- Lead high quality responses, on both a national and local level, to service users' sexual health needs ensuring consistency of clinical delivery across the UK.
- Ensure local contracts are mobilised/demobilised and delivered on time, in budget and achieve KPI/outcome targets.
- Work with the Deputy Chief Executive and Assistant Director of Service Development in assessing new business opportunities and lead on assigned projects.
- Support the assessment of operational and strategic risk, identifying appropriate mitigations and action planning.
- Be the lead contact for the Care Quality Commission.
- Support CQC inspections and oversee resulting action plans.
- Champion the digital transformation of Brook's services so that our services are innovative and meet service users' existing and future needs.
- Work with Brook's Medical Director and Head of Nursing on clinical decisions and practice innovation.
- Identify opportunities/challenges and bring those which are most appropriate to the Chief Executive and/or Executive Team for discussion.
- Update and maintain an awareness of relevant policy, guidelines and legislative changes.
- Develop and manage relationships with Brook's commissioners, funders and stakeholders.
- Drive innovation within Brook's clinical services to ensure they are the best they can be and that service users have the best possible experience when they engage with Brook.

B. Oversee Brook's safeguarding work

- Oversee the strategic development and implementation of Brook's safeguarding work to ensure that it informs all aspects of our work.
- Identify gaps and opportunities in our safeguarding work and practices, and support action planning to address them.
- Produce the annual safeguarding audit and support the Board safeguarding lead in presenting the annual safeguarding report to trustees.
- Work with colleagues to evidence the impact of our safeguarding work on the most vulnerable service users and the benefit of Brook's approach to those commissioning services.
- Work closely with Brook's Caldicott Guardian to make safeguarding judgements and decisions on use of personal information.
- Represent Brook's safeguarding practice at Brook's Quality and Assurance Committee.
- Significantly increase Brook's public, media and political profile on safeguarding and child sexual exploitation.
- Represent Brook at external steering groups, seminars, coalitions and conferences.
- Ensure Brook responds to joint policy consultations on safeguarding, sexual abuse or CSE with partner organisations.

C. Plan and monitor resources to improve services

- Keep up to date with innovations, trends and developments affecting Brook's work within the youth, health and wider voluntary sectors and report on the implications and opportunities for Brook.
- Develop market intelligence to promote business growth and provide regular updates to the Executive Team and Board as requested.
- Analyse and use robust data for bid development, funding applications and partnership work.
- Draft the annual and reforecast budgets for clinical services for review and approval by the Finance Director and Chief Executive.
- Lead best practice and innovation through continuous improvement and development.
- Lead in the creation of a culture of outstanding quality that reflects Brook's core values.
- Provide strong leadership to the clinical team and role model behaviours of collaboration, openness and professionalism.
- Be proactive in ensuring inclusion and engagement for those who work for and with Brook.
- Contribute to Brook's succession planning, leadership development and workforce development.
- Ensure all relevant Brook policies are robust, fit for purpose and kept up to date to reflect practice changes.



Knowledge and Experience

- Substantial experience of operating at a senior management level.
- Experience of leading diverse teams, setting strategy, objectives and monitoring performance.
- Experience of organisational development with a good understanding of remodelling services and how this can support business development and growth.
- Proven track record in design and delivery of new systems and ways of working to improve operations.
- Experience of working within a contracting environment and changing landscape.
- Substantial experience of working collaboratively with a range of internal and external stakeholders.
- Proven experience in successful project management and meeting key objectives.
- Good understanding of issues relating to sexual health and wellbeing and knowledge of the risks of sexual exploitation in both online environments.
- Good understanding of remodelling services and how this can support business development and growth.

Skills and Abilities

- Outstanding organisational skills and attention to detail.
- Outstanding communication skills at all levels both written and verbal including confident presentation skills.
- Able to build positive relationships at all levels and good negotiation skills.
- Outstanding networking and social skills.
- Able to efficiently manage a complex and busy workload with conflicting priorities.
- Able to quickly gain and assimilate new information.
- Confident in analysing and presenting data.
- Customer care focused/solution focused.
- Able to effectively represent an organisation and promote core brand messages.

Styles and Behaviours

- High levels of personal integrity.
- A collaborative team player keen to contribute at all levels.
- A continuous learner with an active interest in keeping up to date with sector developments.
- Demonstrable passion for and commitment to Brook's mission and values.
- Commitment to continuous development.

Other requirements

- Commitment to work within Brook's diversity policy recognising the business benefits and opportunities of having a diverse community of staff and service users.
- Willingness to take accountability for own actions and the actions of the team in the delivery of objectives.
- Work within Brook's policies and procedures including protecting people and safeguarding policies.
- Commitment to working outside of normal office hours if required including overnight stays and willingness to travel in the UK.
- Degree level or equivalent.

Summary of Terms and Conditions

Contract type

This post is a full-time permanent role (37.5 hours per week).

Salary

The salary for the position is £90,000 – £95,000 per year.

Location

Staff wellbeing is a priority and we know that work is part of a balanced life. We operate hybrid working and the postholder is ideally expected to be based in one of our offices in London or Liverpool for at least two days per week.

Holiday Entitlement

28 days of paid holiday per year, increasing to 33 days after 5 years, plus bank holidays. Our holiday year runs from 1 April to 31 March.

Pension Scheme

Contributions matched up to 4%

Other Benefits

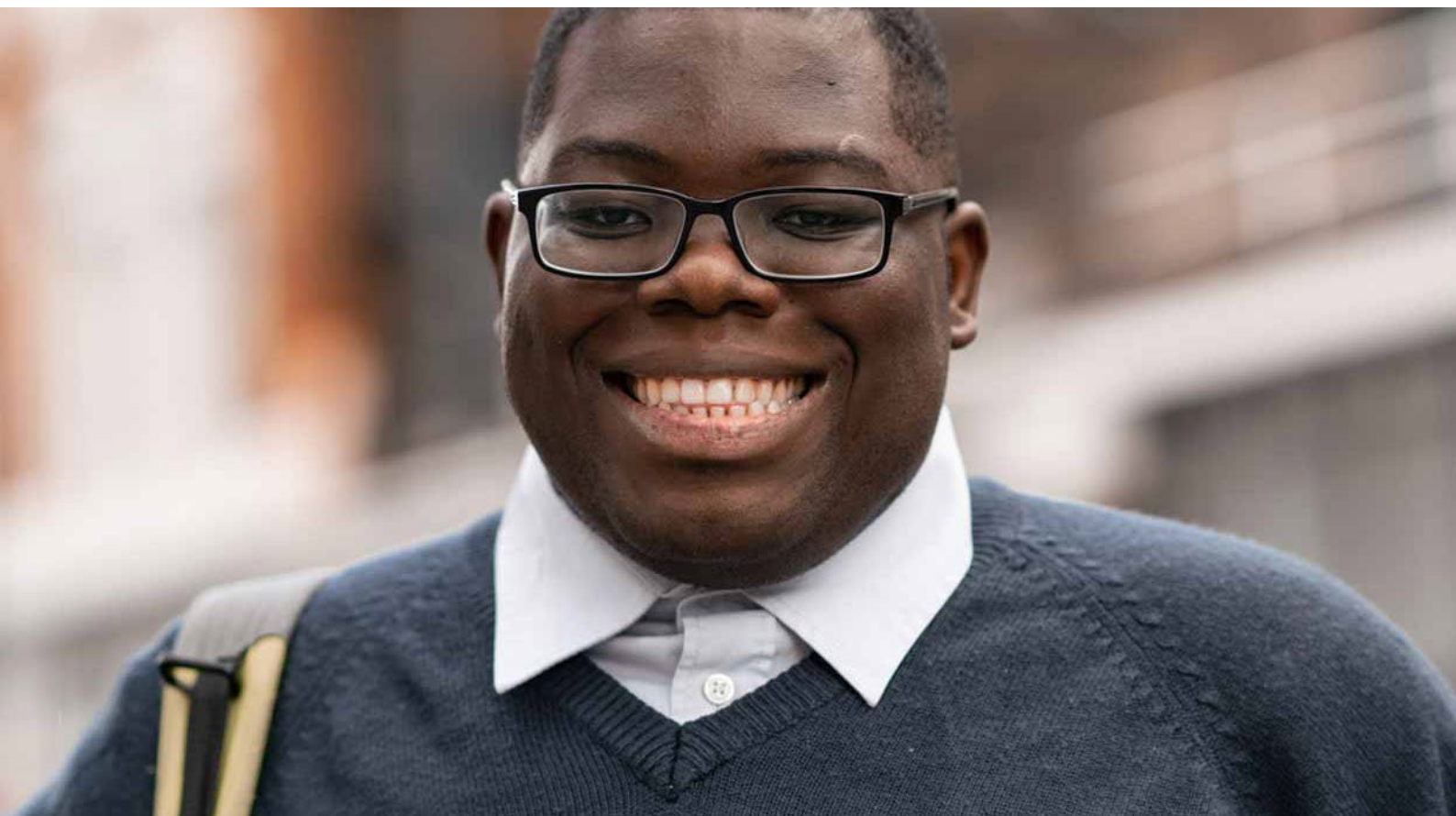
Private healthcare (after probationary period)

Death in service (twice annual salary)

Employee assistance programme for staff and their family

A range of staff wellbeing initiatives

Coaching and mentoring is available to all senior staff as part of our personal development support.



How to apply

We are actively committed to increasing the diversity of our teams and welcome applications from all sectors and backgrounds.

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact Joëlle Prins at joelle.prins@starfishsearch.com and we will be happy to arrange a call.

To make an application, please go to <https://starfishsearch.com/jobs/brook-dir-clin-ops/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date: **Monday 21st March 2022**

Preliminary interviews with Starfish: **w/c 4th and 11th April 2022**

Interviews with Brook: **w/c 25th April 2022**

