



Adult Services Lead

Role Profile

November 2023

**Together, we'll
find your voice.**



Welcome from **Laura Watkins, CEO**

Thank you very much for your interest in the Donaldson Trust.

We are the National Body for Neurodiversity, and our ambition is to deliver every day in a way which ensures we are focused on positive outcomes and continue to increase the range of support and development opportunities we offer. I am determined that we work as one organisation to ensure our relevance, vibrancy and sustainability.

Our approach is based on unwavering attention on the individual and, through person-centred planning, delivering the appropriate support and development, at the time it is most needed. We are committed to making sure that all voices of those who use our services and stakeholders are heard and woven into individual plans. We strive to continue to make our organisation sustainable, ensuring that we are here now, and in the future, to offer support and development opportunities to those who benefit from our services.

I look forward to hearing from candidates who are keen to work with us to help us shape the future at what can only be described as a critical time for the development of further opportunities for neurodivergent people in Scotland, and further afield.

Laura Watkins
CEO

About us

The Donaldson Trust (“Donaldsons”) is the National Body for Neurodiversity.

Throughout our rich history dating back to the 1850s, we have been recognised and respected as a specialist provider of education and care. Our 2019 strategy sets out our ambition to become the national body for neurodiversity in Scotland. We are on a journey to excellence with the purpose of promoting and encouraging neurodivergent people to realise their potential.

Together, we'll find your voice.

We pride ourselves on our person-centred approach and expertise, recognising the importance of tailored, flexible support services so we can truly meet the individual needs of neurodivergent children, young people and adults.

Our Values:

Individual Capability - Everyone has their individual capabilities; we find them. We help people reach their own potential. We loosen the confines and remove the barriers. We believe in every single person. Treating people as individuals shows we are flexible in our approach.

Creativity - We are curious, forward-thinking and always looking for a better way. One day, we will be truly pioneering.

Human Dignity - We have integrity. We treat everyone with respect. We listen.

Compassion - We understand. We have empathy. We are kind and caring.

Openness and Honesty - By being open and honest, we earn trust. From that, we build rewarding relationships.



The Role: Adult Services Lead

Job Purpose

The Adult Services Lead will lead the operational management and support further development of Donaldsons' Adult Services, ensuring best practice and highest standard of safeguarding. Our Adult Services currently include Gate and Treehouse in Linlithgow, West Lothian.

Gate is a skills development and training service for neurodivergent people aged 16+. It maintains and enhances the skills of its Trainees, as well as improving their wellbeing.

Treehouse is a specialised service for neurodivergent individuals who require bespoke packages of wellbeing and learning support. Adults within Treehouse require minimum 1:1 and often 2:1 support.

Both services are registered with the Care Inspectorate, you take on the Registered Manager role for Adult Services.

Working with Team Leaders for each service, you will lead teams of Wellbeing Practitioners to ensure the trainees are supported to achieve their ambitions using a wellbeing framework and a programme of learning and skills development activities designed to meet individual needs.

As a member of a multidisciplinary leadership team, you will also contribute to the strategic development of services and organisational growth to increase our support of neurodivergent people within and out with the Linlithgow campus.

Key Responsibilities

- Ensure Adult Services operate safely, effectively and to the highest professional standards aligned with Donaldsons' strategic vision, ethos and values.
- Ensure the voice of the trainees is at the forefront of planning and decision-making.
- Ensure excellence in innovative and creative practice based on person-centred approach and co-production principles.
- Ensure compliance with internal policy and practice frameworks, regulatory standards and/or commissioner requirements.
- Continually monitor and evaluate impact and outcomes, produce and present reports on performance against key objectives and ensure agreed targets are met.
- Lead, develop, coach and manage the staff team, driving a culture of excellence and high engagement.
- Be responsible for risk management and safeguarding within Adult Services, take on Adult Protection Officer role.
- Ensure that Donaldsons' strategies and vision are articulated, shared and understood at all levels and are translated into agreed objectives and plans across Adult Services.
- Ensure clear and consistent communication and engagement strategies that effectively support the trainees and their families throughout all stages of their journey with the Trust.
- Ensure all trainees in Donaldsons' Adult Services are having their rights fully met with high expectations for engagement and achievement, linking with local providers and national priorities.
- Support the growth of Adult Services, within and out with the Linlithgow campus, by overseeing the delivery of adult services development proposals and projects, engaging with colleagues from across Donaldsons.
- Ensure a clear focus on driving improvements in quality, impact and performance.
- Grow the reputation of Donaldsons' Adult Services to support the charity's long term viability.

Continued...

- Be responsible for your teams' systems, data and processes, including implementing, developing and integrating these as required, within organisational guidelines and in collaboration with Corporate Services colleagues.
- With the support of the line manager and finance colleagues, prioritise, plan, spend and forecast your teams' budget.
- Provide management cover as required.
- As a member of the multidisciplinary leadership team, contribute to the strategic development of services and organisational growth to increase our reach to support more neurodivergent people.

Behaviours

- Be a role model for colleagues and stakeholders, showing energetic, determined, flexible and positive leadership that will support our aims of being relevant, vibrant, agile and sustainable.
- Engage effectively with the trainees using our adult services, ensuring their voices are heard and drive service activity.
- Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within own area of responsibility that upholds the values of The Donaldson Trust.
- Continuously monitor own area of responsibility and identify areas for improvement and organisational learning.



Qualifications, experience and skills

- Qualified for registered manager status, with current SSSC (or equivalent) Management Registration.
- Experience of managing and developing registered services.
- Experience of supporting people with additional support needs in a person-centred and outcome-focused way.
- Evidenced ability to lead, manage and develop effective teams.
- Strong approach to performance management and improvement with the ability to define measures of success.
- Sound knowledge of safeguarding with proven ability to ensure safeguarding practices are of the highest standard.
- Knowledge and understanding of best practice in supporting neurodivergent individuals.
- Excellent communication and interpersonal skills.
- Strong knowledge and understanding of Health and Social Care Standards, SSSC Codes of Practice and Care Inspectorate requirements.
- Ability to work effectively with a diverse range of stakeholders.
- Proven problem solving and planning capability with creative skills and the ability to meet deadlines.
- Proven skills in influencing, communication and working collaboratively with families, external agencies and partners.
- Self-directed, results driven and able to multi-task in a fast-paced, dynamic environment with continued attention to detail.
- Ability to deliver stretching objectives through effective prioritisation, and efficient use of resources.
- Strong analytical skills, with ability to understand, collect, analyse, report and present data.
- Ability to manage and monitor budgets.



- Effective leadership and change management skills.
- Strong commitment to Donaldsons' values, mission and vision.
- Strong collaborative spirit.
- Highly self-motivated with effective leadership style and a self-managing "can do" attitude.
- Determination and willingness to take on new challenges and responsibilities.
- Willing to challenge stereotyping, prejudice, discrimination and bias.
- High levels of personal and professional integrity.
- Knowledge and understanding of the third sector.
- Knowledge of health and safety, data protection and equal opportunities legislation.

Remuneration:

Salary:	£39,471 per annum
Hours:	Full Time, 35 hours per week, Monday to Friday
Holidays:	7.8 weeks holidays (inclusive of public holidays)
Pension:	Group Personal Pension Plan, up to 12% employer contributions through salary sacrifice
Benefits:	Life Assurance Scheme (three times the salary) Employee Assistance Programme Health Cash Plan Doctorline Colleague discount scheme Family friendly policies Strong commitment to learning and development

To Apply:

To apply, please complete an online application form available on:
<https://www.donaldsons.org.uk/application-form/>

Closing date: Wednesday 6th December 2023

Interview date: Thursday 14th December 2023